



REPUBLIC OF THE PHILIPPINES
NATIONAL DISASTER RISK REDUCTION AND MANAGEMENT COUNCIL
National Disaster Risk Reduction and Management Center, Camp Aguinaldo, Quezon City, Philippines

APR 10 2018

MEMORANDUM
No 33, s 2018

TO : ALL GOVERNMENT MEMBER AGENCIES OF THE
DISASTER RISK REDUCTION MANAGEMENT (DRRM)
COUNCILS AT ALL LEVELS, ALL GOVERNMENT
DEPARTMENTS, OFFICES, BUREAUS, SERVICES,
UNITS AND INSTRUMENTALITIES

SUBJECT : Public Service Continuity Plan (PSCP) Template for
Government Agencies

When emergencies or disasters occur, the government is the main institution mandated to protect its jurisdiction. Conversely, this mandate also implies that the government must continue to exist and deliver its essential functions regardless of any disruption to normalcy that might occur. With that, the Public Service Continuity Plan (PSCP) was devised to ensure the government to continuously function during an emergency or disaster.

PSCP consists of the internal capacities, recovery requirements and strategies of an agency or institution. It aims to ensure the continuous delivery of quality public services during an emergency, disaster or any other disruption by performing the mission essential function of the organization.

Pursuant to the Office of the President of the Philippines Cabinet Action/ Decision File No. 381-120517-34 and the 4th Meeting of the Cabinet Cluster on Climate Change Adaptation, Mitigation and Disaster Risk Reduction, all government agencies should have their respective PSCP to guarantee the continuity of operations amidst disruptions.

In this regard, all government member agencies of the DRRM councils at all levels and other government departments, offices, bureaus, services, units and instrumentalities are hereby enjoined to develop your own PSCP. Attached is the recommended template for reference.

For information and guidance.

For the Chairperson, NDRRMC:


USEC. RICARDO B. JALAD
Executive Director, NDRRMC and
Administrator, OCD

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1.0 Introduction – this indicates a brief explanation regarding the document and its use. This includes the context of the document with emphasis on the continuity of the service.

2.0 Purpose – this briefly explains the need/significance of the public service continuity plan.

Example 1:

This document provides operational actions that will be undertaken by the [agency] in response to various forms of disruptive incidents and to ensure continuity of operations through the restoration of mission essential functions.

3.0 Policy Statements – this describes the agency's overall policy towards service continuity. This should be anchored in the mandate, vision, mission and core values of the agency. This also includes confidentiality statement and relevant policies on risk management and security. Further, consideration on the following must be provided:

- Critical Services
- Organizational Resilience
- Prompt Recovery
- Welfare of our Employees
- Resources
- Stakeholders
- Confidentiality –Disclosure policy, Access / Security Clearance
- Gender-responsiveness

Example 1:

In line with (cite applicable national and local plans), the [agency] acknowledges the need to establish, implement and maintain appropriate procedures for managing the immediate consequences of disruptive incidents with due regard to the welfare of employees and guests, operational options for responding to incidents, prevention of further loss or unavailability of prioritized activities, and recovery and resumption of mission essential functions.

The [agency] commits to the attainment of the following public service continuity objectives:

- *To safeguard human life;*
- *To enable effective decision-making and communication during incidents;*

Prepared by:	Reviewed by:	Approved by:
NAME <i>Designation</i>	NAME <i>Designation</i>	NAME <i>Designation</i>

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- To reduce dependency on a specific critical function-holder;
- To increase organizational credibility by ensuring quick recovery from disruption and immediate resumption of critical services to the public and other stakeholders; and
- To ensure continual improvement of the organization through public service continuity management.

Example 2:

We, the [agency], guided by our mandate, vision, mission and core values, commit to deliver mission essential functions even during disruptive circumstances.

We shall embrace and sustain an effective public service continuity management system to ensure organizational resilience, internally and externally.

We shall achieve prompt recovery of our services keeping in mind the welfare of our employees, protection of our resources and the needs of our stakeholders.

- 4.0 Scope** – this indicates where the public service continuity plan is applicable. It can refer to a single site or specific location of the agency. The scope will also explain any pertinent functions or locations which are not included in the plan.

EXAMPLE 1:

This public service continuity plan shall apply to the [agency name] and any person occupying their physical office at [indicate address], including contracted providers and guests.

- 5.0 Roles and Responsibilities** – this includes the team description, organization and responsibilities. Identification of primary and alternate representatives for the tasks assignments is also included in this section.

- 6.0 Definition of Terms** – this includes a glossary of all terms used in this public service continuity plan.

1. Alert – formal notification that an incident has occurred which might develop into a Business Continuity Management or Crisis Management invocation (BCI Glossary 2011)
2. Business Impact Analysis – the process of analyzing activities and the effect that a business disruption might have upon them (ISO 22300)
3. Call Tree – a structured cascade process that enables a list of persons, roles and/or organizations to be contacted as a part of information exchange or plan invocation procedure (BCI Glossary 2011)
4. Continual Improvement – recurring activity to enhance performance (ISO 22300)

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5. Continuity of Operations – the capability to continue essential program functions and to preserve essential facilities, equipment, and records across a broad range of potential emergencies (Emergency Management Standard 2007)
6. Crisis – an abnormal situation which threatens the operations, staff, customers or reputation of an enterprise (BCI Glossary 2011)
7. Disruption – an event that interrupts normal business, functions, operations, or processes, whether anticipated (e.g., hurricane, political unrest) or unanticipated (e.g., a blackout, terror attack, technology failure, or earthquake) (BCI Glossary 2011)
8. Exercise – process to train for, assess, practice, and improve performance in an organization

NOTE 1: Exercises can be used for: validating policies, plans, procedures, training, equipment, and inter-organizational agreements; clarifying and training personnel in roles and responsibilities; improving inter-organizational coordination and communications; identifying gaps in resources; improving individual performance; and identifying opportunities for improvement, and controlled opportunity to practice improvisation.

NOTE 2: A test is a unique and particular type of exercise, which incorporates an expectation of a pass or fail element within the goal or objectives of the exercise being planned. (ISO 22300)
9. Hot Site – a continuity facility that already has in place the computer, telecommunications, other information technology, environmental infrastructure, and personnel required to recover critical business functions of information systems (FEMA)
10. Incident – an event that has the capacity to lead to loss of or a disruption to an organization's operations, services, or functions – which, if not managed, can escalate into an emergency, crisis, or disaster (BCI Glossary 2011)
11. Incident Management Team – a group of individuals responsible for developing and implementing a comprehensive plan for responding to a disruptive incident (BCI Glossary 2011)
12. Mission Essential Functions – the limited set or organization-level government functions that must be continued throughout, or resumed rapidly after, a disruption of normal activities (FEMA)
13. Public Service Continuity – refers to business continuity for the public sector; refers to the capability of the organization to continue delivery of products or services at acceptable predefined levels following disruptive incident (ISO 22300)

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14. Public Service Continuity Plan – refers to the business continuity plan for the public sector; refers to the documented procedures that guide organizations to respond, recover, resume, and restore to a pre-defined level of operation following disruption (ISO 22301)

15. Recovery – the implementation of prioritized actions required to return an organization's processes and support functions to operational stability following an interruption or disaster (FEMA)

16. Recovery Time Objectives – the period of time following an incident within which: a) product or service must be resumed; or b) activity must be resumed; or c) resources must be recovered

17. Testing – refers to the procedure for evaluation; a means of determining the presence, quality, or veracity of something (ISO 22300)

7.0 **Assumptions** – this defines the context upon which the plan is based or constrained. Consider availability of resources such as people, technology/equipment, facilities and supply chain.

Sample Assumptions

1. An Incident Command System within the organization has been established.
2. Alternate facilities are available for use after a disaster.
3. Main office will be either partially or completely damaged or inaccessible for a period of 30-60 days.
4. Critical resources (e.g., water, power) are available.

8.0 **Mission Essential Functions and Recovery Time Objectives** – this specifies critical functions (or mission essential functions of the agency) and their recovery time objectives. A more detailed discussion will be included in each unit's plan.

***Note: These will be determined through the Business Impact Analysis (BIA).**

9.0 **Activation Criteria, Procedures and Authority** – this outlines the criteria used to determine when the public service continuity plan will be activated. Specific procedures to be undertaken by the agency to meet the public service continuity objectives are also indicated.

Example 1

- Activation of Service Continuity Plan
- Declaration
- Succession Planning
- Damage Assessment

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Example 2

- Incident Command System
 - Activation of IMT
 - Composition of IMT and Alternate
 - Organizational Structure

10.0 Continuity Strategies – this explains and describes strategies to continue the prioritized activities of the agency's mission essential functions.

Sample Continuity Strategies:

- Manual workaround and internal arrangements
- Alternate sites
- Remote work
- Property Protection

***Note: Continuity strategies are dependent on the results of the Risk Assessment and Business Impact Analysis.**

11.0 Resource Requirements – this includes lists of materials, finances, equipment, human resources, augmentation or other form of resources (of the agency) required to implement continuity strategies.

- End-user requirements
- Vital Records
- Voice and data communications
- Key contacts/suppliers
- Storage requirements
- Equipment requirements
- Provision of procurement process (budgeting and acquisition) – internal arrangement
- Disaster Intelligence (disaster-related data) – sex and age disaggregation of data
- Provision of relief assistance to personnel

12.0 Communication Procedure – this outlines procedure for coordinating (internal and external) information flow. This section will also describe how to relay information to the public and other relevant stakeholders.

- Communication process flowchart
- Notification (Platforms/Hierarchy of Communication) e.g. social media – how to communicate with the public
- Call Tree Structure - confirmation of the safety of the employee; how the employee will reach the management and vice versa.
- Media Releases (if necessary)

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13.0 Testing and Maintenance – this provides a general description of the testing or exercising program for the public service continuity plan. The types of exercises, drills and tests, together with the indicated frequency or schedule, are described in this section. Specific requirements for the tests and exercises are also listed.

- Frequency of Testing of Plans
- Exercise Methods
 - Table-top Exercise
 - Quarterly NSED (National Simultaneous Earthquake Drill)
- Relevant Authorities to conduct testing

14.0 References

- Related Laws
- Related Policies and Ordinances (if applicable)
- Related ISO standards (e.g., ISO 22301, ISO 9001)
- Indicate relevant National Plans
- Indicate relevant Local Plans

15.0 Appendices

- Forms
- Travel Directions and Maps
- Relevant Plans and Procedures (if necessary)
- Checklist (quick reference guide)
 - Where to gather
 - How to assess
 - What to decide
 - How to mobilize
 - How to communicate
 - How to recover

EXAMPLES:

- Hazard/s Plan
- Camp Defense Plan
- ICS Structure
- Evacuation Plan
- Other Relevant Attachments for the Public Service Continuity Plan