



Embedding Business Continuity

This is at the heart of the whole process and by engaging your staff at every stage of the programme, they will most probably come up with good ideas for responding to and resolving business interruptions. Include them in the exercising and testing of the plan so they can practice their actions.

What should you plan for?

- Extreme weather conditions
- Utilities failure
- Loss of/damage to premises
- Staff shortage
- Equipment failure
- Supplier failure
- Evacuation
- Fuel shortage
- Loss of custom

What should your Business Continuity Response plan contain?

- Introduction, Aims & Objectives
- Key critical business activities list, with their Recovery Time Objective (RTO)
- Known potential risks & threats
- Plan Triggers
- Activation Process
- Action Cards for response
- Recovery process
- Key Contacts, Customers, Suppliers, staff, other stakeholders.

Advantages of Business Continuity Management Process

- Helps streamline an organisation and identify potential risks to business
- Gives staff clear actions to rapidly implement to restore services
- Shortens the time in which it takes to restore business / service provision
- Reduces financial loss
- Reduces reputational loss

Business Continuity Management Terminology

Key Activities - those activities that if stopped or interrupted will have significant effects on services and production.

Business Impact Analysis (BIA) - analysis of activities and the effect that a business disruption might have on them.

Recovery Time Objective (RTO) - the period of time following an incident within which a product or an activity must be resumed or resources must be recovered.

Recovery Point Objective (RPO) - the point to which information (electronic and hard copy) used by an activity must be restored to enable the activity to operate on resumption.

Maximum Tolerable Period of Disruption (MTPD)- The time it would take for adverse effects from a disruption to become unacceptable.

Response Plans- this is a collective name for plans, action cards, procedures and contact lists for use in response to a business interruption.

Business Continuity Management Advice

For more information

www.westsussex.gov.uk/business-and-consumers/business-continuity/

www.westsussex.gov.uk





TEN TOP TIP

- 1 Back up essential information – both paper and electronic records
- 2 Keep your computer antivirus protection up to date
- 3 Establish arrangements to work remotely at an alternative site
- 4 Sign up to weather, flood and local news alerts / apps / Facebook
- 5 Know how to divert telephone calls to an alternative phone should you lose access to business premises
- 6 Know how to contact key stakeholders, staff, customers and suppliers during business continuity interruptions
- 7 Consider arrangements for buddying or mutual aid with another business
- 8 Discuss and make plans with your staff what actions to take during a business continuity incident
- 9 Make a list of alternative suppliers and their contacts in the event yours fails you
- 10 Decide what your business priorities are in the event of reduced staffing/ capacity

Introduction

You never know when an emergency situation will happen and as a business anything that effects your ability to keep production and services from continuing may have serious impacts on your business, both financially as well as reputationally.

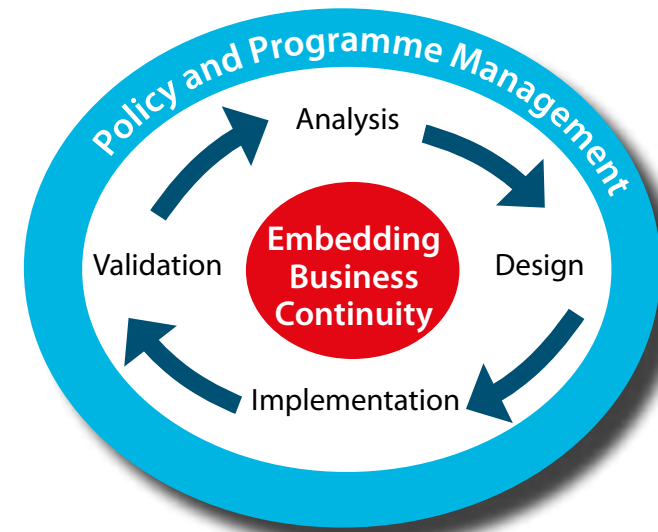
The way in which you plan for and respond to such events as fire, flooding, vandalism, loss of utilities, will determine how quickly and to what level your business can recover.

What is Business Continuity Management? (BCM)

BCM is a process, that if followed will improve the ability of your business to function in the face of business interruption.

“BCM is an holistic management process that identifies potential business impacts that threaten an organisation and provides a framework for building resilience with the capability for an effective response that safeguards the interests of its key stakeholders, reputation, brand and value creating activities”

Business Continuity Institute



Policy and Programme Management

This is about deciding on your policy with regard to BCM and then how the implementation of the policy will be managed and controlled and by whom.

Analysis

This is getting to know your business, its services and products, inputs and outputs, the skills and knowledge and resources required, suppliers and stakeholders. What are the risks which could disrupt any of these elements to cause the business to fail or be interrupted. This is a business impact analysis.

Design

This stage is where you decide what action you will take about the risks you have identified in your analysis.

Some of your options are:-

- Stop risky practice
- Mitigate the risk by putting arrangements in place such as standby or duplicate processes
- Diversify by having staff and premises capable of providing multiple functions
- Agree mutual aid with other businesses
- Insure against risk

Implementation

Write what you have agreed to put in place in a Business Continuity Plan. Include roles and responsibilities, actions, who they are done by; action cards are helpful for each role. Contacts of your staff, any suppliers and alternatives, customers and any other key stakeholders. Location and lists of emergency equipment needed to implement the response.

Validation

This is the step that tests the plan to make sure it works and all the information is correct. This can be a table top exercise or live exercise against a scenario that is one of your top risks.