

Getting Started

1st Milestone - Identify the need to plan

- List and priorities Critical services.
- Prepare a list of all known risks threats
- Decide how much risk you can prevent or reduce now
- List alternative arrangements and work round so that each of the service functions can continue

2nd Milestone - Prepare your plan

- Prepare a simple generic plan of actions to enable you to continue each of your priority services.
- Ensure your plan details specific actions for different types of risk and different services.

3rd Milestone - Test your plan

- Discuss your plan with all relevant staff, including the staff involved in key services.
- Simulate a emergency situation to test your plan.

REPUTATION.
Years to build.
Seconds to destroy.



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Planning to Survive

Could your business operate with a loss of:

Staff,
Premises,
Computer,
Telephones
Suppliers
or Customers

???????



Why business continuity?

Making business continuity part of the way you run your business helps for 'business as usual' in the quickest possible time. Having a tried and tested plan in place will help protect your business against the impacts of a natural or man made disaster, such as...

- Fire.
- Adverse publicity.
- Loss of key personnel.
- Loss or denial of access to your premises.
- Floods and severe weather.
- Computer failure or loss of data.
- Theft.
- Bomb threat.
- Technical or environmental failure.
- Power failure.
- Product contamination.
- Failure of critical suppliers.

Could result in any or all of the following:

- A complete failure of your business.
- Loss of income.
- Loss of reputation and or loss of customers.
- Financial, legal and regulatory penalties.
- Human resource issues.
- An impact on insurance payments.

Your business continuity plan could involve...

- Moving to another part of the office or building.
- Moving to another location.
- Staff giving up their work areas.
- Working from home

It is important that small companies, as well as large corporations, plan that, in the event of a disruption to normal business, essential services are maintained to a minimum acceptable level and employees understand what is expected of them. To ensure that the business survives the disruption and that an organised and effective `return to normality` is conducted.

Things to consider

- Have you considered financial/legal/regulatory penalties that could be imposed if you fail to provide a critical service which you are contracted to do?
- Consider how long each of your business functions/critical services could continue during a lengthy power loss (e.g. of several hours' duration).
- Now think about a prolonged loss of power (e.g. lasting 24 hours or longer).
- Which of your critical business functions or services would be jeopardised if your building was evacuated for a week/month with all access denied?
- How many staff would be needed to continue to cover critical tasks and how would you accommodate them?
- How would you continue to trade if a large number of staff were absent due to ill health (e.g. a flu epidemic)?
- Have you an alternative building in which to work effectively?
- Is this sufficient? Can staff work from home?
- Do you need access to any services not currently available at your temporary site?
- Do you use any special software or stationery?