HETTLE ANDREWS

Business Continuity: Employee Factsheet

Business continuity is considered to be a holistic management process that identifies potential impacts on a business and builds a framework for resilience into processes and procedures to ensure there are effective safeguards and responses to protect the business in the short, medium and long term.

Understanding the issues that might affect the ability to deliver goods and services to customers and clients on an ongoing basis is vital to effectively plan for and mitigate against potential interruption or worse.

Business continuity came into sharp focus for many businesses in the run up to the 2012 Olympics and the need for changes to working times, delivery methods, supplier arrangements and general staff working arrangements.

Carry out a business impact assessment covering:

- People
- Property/premises
- Processes
- Providers

Develop a business continuity plan based on the outcome of this assessment and include:

- Notification/invocation procedure/protocol
- management structure for dealing with an incident
- information and advice to staff (response procedures)
- key staff/contact list (including out of hours details)
- multi-skill training in key areas
- arrangements to cover staff shortages
- loss/damage assessment
- site security
- relocation arrangements/protocol
- inventories of equipment/ resources and details of how to recover these
- salvage, site clearance and cleaning arrangements
- details for recovery of key processes
- copies/backups/safe storage (recovery procedure)
- documented manual procedures
- data recovery procedures
- contact details for key providers/ contractors/suppliers/support services
- alternative suppliers (required for key functions)
- third party business continuity arrangements
- communication strategy/plan/ procedures
- stakeholder liaison (regulator, clients, unions)
- media liaison
- public information/advice.

Did you know?

The emergency services, local authorities, hospitals and utilities providers are some of the organisations which are legally bound to have robust business continuity plans in place by the Civil Contingencies Act 2004

• as an employer, there is a legal duty to have arrangements in place for situations which give rise to serious and imminent danger, including fire, bomb, flood, gas leak and other foreseeable risks

• ISO 22301 is the international standard for business continuity (formerly British Standard for Business Continuity Management BS 25999-2 until May 2014).

Periodically test the plan by:

- Running a desktop exercise
- holding a full exercise
- review the strengths and weaknesses in the plan and arrangements
- revise the plan based on the outcomes of the test/exercise review the plan against changing business operations, local, national and global events.