

What your Local Authority can do for you

Local Authorities have a duty to promote Business Continuity in accordance with the Civil Contingencies Act 2004. They can assist the business and voluntary communities by providing initial business continuity information, and advice on where useful sources of information relating to BCM can be obtained.

Your Local Authority and the Staffordshire Civil Contingencies Unit may also be able to assist you in more detailed BCM preparation such as exercises. There may be a charge for more specific advice and/or support.



'During the winter of 2008 / 09 a prolonged spell of cold weather led to a national shortage of rock salt used to keep the core network of roads free of snow and ice. This scenario had already been considered by the Staffordshire Highways management team and a business continuity plan had been developed. The presence of the plan greatly assisted the management of the event and led to Staffordshire County Council being recognized nationally in the way that it successfully dealt with the media'.

*Ian Turner, Head of Highway Operations,
Staffordshire Highways*

Produced by the Staffordshire Civil Contingencies Unit in support of:

Staffordshire County Council, Cannock Chase District Council, East Staffordshire Borough Council, Lichfield District Council, Newcastle under Lyme Borough Council, South Staffordshire Council, Stafford Borough Council, Staffordshire Moorlands District Council, Stoke on Trent City Council, Tamworth Borough Council

Where can I find further information?

UK Resilience – www.ukresilience.info/index.shtml

The Business Continuity Institute – www.thebci.org

The Emergency Planning Society – www.the-eps.org

Continuity Central – www.continuitycentral.com

Global Continuity – www.globalcontinuity.com

The Institute of Risk Management – www.theirm.org

MI5 – www.mi5.gov.uk

Preparing for Emergencies – www.pfe.gov.uk

The Home Office – www.homeoffice.gov.uk

Staffordshire Civil Contingencies Unit -

www.staffordshireprepared.gov.uk

01785 898618

ccu@staffordshirefire.gov.uk

Staffordshire Fire & Rescue Service -

www.staffordshirefire.gov.uk

08451 22 11 55

Staffordshire Police - www.staffordshire.police.uk

0300 123 4455

Business Continuity Management

*Many businesses might not survive
a major disruption...
would yours?*



Staffordshire Prepared



www.staffordshireprepared.gov.uk

Disclaimer: This guidance is provided as general information about planning for emergencies. It is not intended to replace detailed guidance and planning specific for your business. You should consider whether you need to obtain this.

Introduction

No-one in business wants to be affected by a major incident or disaster. However, if one does occur, we hope that there is someone, somewhere who knows what to do. In the initial response to an incident such as a fire or flooding, we know that the Emergency Services will play a major role. But what happens beyond this? Or what happens, for example, in the case of disruption that the Emergency Services would not be expected to respond to, such as IT failure or widespread staff sickness? This is where a Business Continuity Management (BCM) programme comes in.

What is BCM?

BCM is a process that improves the ability of businesses to function despite internal or external disruption. The Business Continuity Institute (BCI) defines this process as follows:

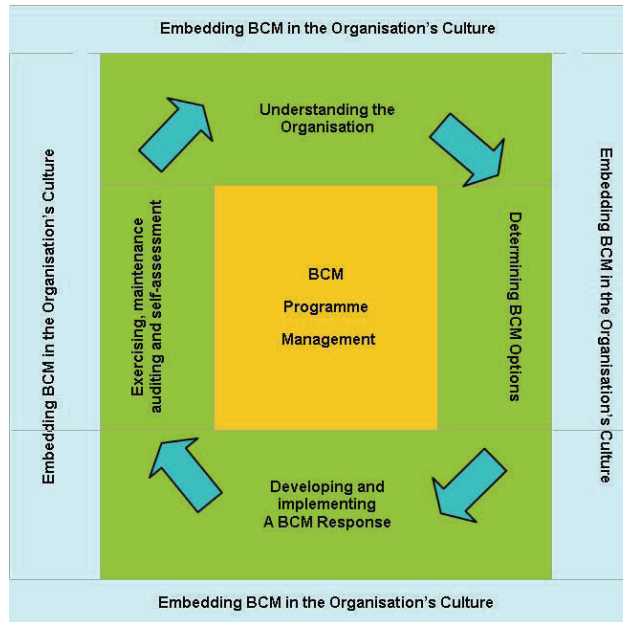
“BCM is an holistic management process that identifies potential business impacts that threaten an organisation and provides a framework for building resilience with the capability for an effective response that safeguards the interests of its key stakeholders, reputation, brand and value creating activities.”

Why should your business consider BCM?

Implementing BCM and making it part of your core business processes will help you survive disruption. It will assist your business in quickly resuming ‘business as usual’ in a logical and controlled manner, through pre-planning. Without effective BCM, any significant incident, such as severe weather, loss of key personnel or premises, power failure or even adverse publicity or failure of critical suppliers, could result in any of a range of potentially damaging impacts:

- loss of income;
- loss of critical services/equipment;
- loss of reputation and/or customers;
- legal actions taken against your business;
- Staff issues, or impact on insurance payments.

The 6 Stages of the BCM Life-cycle



Implementing BCM is a simple, structured process:

1. BCM programme management - enables the business continuity capability to be both established and maintained appropriate to the size of the business. The strategy needs to be supported and driven from the top of the organisation down.
2. Understanding your organisation - identifies the critical products, services and functions in your business. It also identifies the activities and resources required to achieve them.
3. Determining BCM options - selecting an appropriate strategy to mitigate loss, and maintain your business' critical functions. These should take into account resilience and countermeasure options already present within the business.

4. Developing the BCM response - building your business' risk tolerance by improving operational procedures and practices and putting in place BCM plans (BCPs) to ensure that interruptions to service can be dealt with as quickly as possible.

5. Embedding a BCM culture – Embedding a BCM culture in the business core values and daily operational procedures ensures BCM principles are adopted across your business processes. This will involve education and awareness training for all stakeholders including employees, suppliers and contractors.

6. Exercising, maintenance auditing and self-assessment – ensuring that your BCP is up to date, your staff are aware of it and they are exercised in its use.

In Conclusion

Many businesses decide not to implement BCM because of the perceived impact on time and cost. In making *your* decision on BCM, consider the hidden value of the BCM process:

- As a management process, BCM can highlight efficiencies and economies in your business that you otherwise might not have been aware of - **it could save you money.**
- The cost of committing to BCM could well be small when compared to the cost of getting your business up and running without BCM in place. In times of disruption, resources are scarce and it takes time to procure if existing BCM arrangements are not in place. **This could cost your business in downtime, lost orders and reduced brand/customer loyalty.**
- BCM improves your staff's awareness of the business. **It promotes innovation, integration and teamwork.**