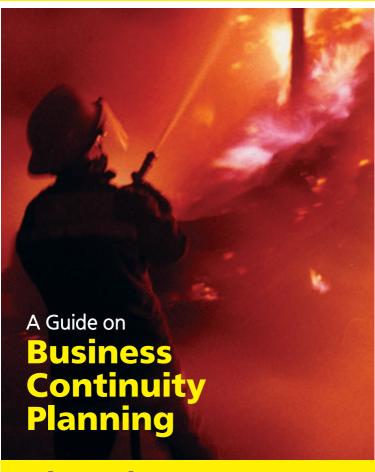# Disaster

Will your business survive?

80% of businesses affected by a major incident close within 13 months

London Chamber of Commerce and Industry

A Guide on

Business Continuity Planning

What to do and where to go for help

Business Continuity Planning

Business Continuity is anticipating crises that could affect your business and planning for them to ensure that the business can continue to function in the event of an emergency.

It is important in the event of a disaster, man made or natural, that as many businesses as possible continue functioning and recover quickly. This advice is intended to help businesses to do that.

Why prepare Business Continuity Plans?

In the event of an emergency having a business continuity plan allows you to return to normal working in the shortest possible time.

Organisations, large or small can be struck by disasters such as:

- ✓ Fuel shortage
- ✓ Fire
- ✓ Storms and floods
- ✓ Bomb threat/Terrorism
- ✓ Theft
- ✓ Computer failure
- ✓ Contamination of products
- ✓ Power failure
- ✓ Detrimental publicity
- ✓ Loss of premises or staff
- ✓ Lobbying by pressure groups
- ✓ Technical or environmental failure

… resulting in your business failing and leading to one or more of the following

- ✓ Loss of income
- ✓ Loss of reputation
- ✓ Loss of customers and key suppliers
- ✓ Financial, regulatory and legal penalties
- ✓ Human resource problems
- ✓ Impact on insurance policies
- ✓ Complete failure of the business

The plans are not specific to an emergency such as a bomb threat or fire but are generic and could contain arrangements to:

★ Identify key personnel
★ Identify key skills

★ Transfer within the building

★ Alternative resources

★ Provision of back up copies, paper and electronic based

Produce a Business Continuity Plan

Follow this 5 step guide from the Business Continuity Institute to create a business continuity plan

Step One - **Analyse your Business**

Analyse which parts of your business are essential to its operation. Think about:

- Staff
- Premises
- IT Systems
- Suppliers
- Customers
- Timescales
- Partnerships

Step Two – **Assess the risks**

Ask yourself the following questions

- What is likely to happen**?**
  Fire, Power failure, Theft
- How will it affect my business**?**
  Loss of revenue, closure of premises

Step Three – **Develop your strategy, write the plan**

When you have decided from your risk assessment what is important to the survival of your business you can write your plan
What do you put in?

- What the plan is to achieve and how it will work
- Structure of your crisis team and the roles of each member
- Essential check lists
- Staff focus
- Arrangements to train and test your staff
- Description of your premises including a plan with the location of Emergency equipment ie Fire extinguishers, Fire escapes

Step Four – **Develop your plan**

Once developed your plan should be reviewed regularly to keep it up to date. It should be changed when you move offices, change suppliers, key personnel retire or you expand the business.

Step Five – **Rehearse your plan**

Train your staff in the contents of your plan so everyone is fully aware of their responsibilities.
Rehearse your plan with a test scenario
Amend your plan if the rehearsal highlights any weaknesses

For more information and advice on Business Continuity Planning browse the sections on the following websites

Preparing for Emergencies

www.preparingforemergencies.gov.uk/business/
UK Resilience   www.ukresilience.info/preparedness/
businesscontinuity
Business Continuity Institute /www.thebci.org/gpg.htm

Police

For advice and guidance relating to Business Continuity
and the Police please contact North Wales Police CTSA
(Counter Terrorism Security Adviser) on **01978 294740** or
e mail on ctsa@nthwales.pnn.police.uk

Fire

For advice and guidance relating to fire hazards and
legislation requirements please contact your local
County Safety Officer
Flintshire **01352 792825**
Denbighshire **01745 352710**
Wrexham **01978 353876**
Conwy **01492 564987**
Ynys Mon **01248 750110**
Gwynedd North **01286 662965** South **01766 515418**

Flood

Ring Floodline **0845 988 1188** or visit www.environment
agency.gov.uk/floodline to check if your business is in a
Flood plain and register for the Flood warning direct
system if it is (telephone alert of imminent danger of
flooding)

Business

www.businesseye.org.uk
Tel: 08457 96 97 98 (Minicom: 029 2081 5388)

Conwy County Borough Council
Emergency Planning Unit
Directorate of the Chief Executive
Bodlondeb, Bangor Road, Conwy LL32 8DU
Telephone 01492 576099/**01492 576306 Fax** 01492 592042
E-mail: emergency.planning@conwy.gov.uk
Website: **www**.conwy.gov.uk

Gwynedd Council
Emergency Planning, Policy Unit
Resources Directorate, County Offices
Caernarfon, Gwynedd LL55 1SH
Telephone 01286 679382 Fax 01286 679970
E-mail: argyfwng@gwynedd.gov.uk
Website: **www**.gwynedd.gov.uk

Denbighshire County Council
Joint Emergency Planning Unit
County Hall, Mold, Flintshire CH7 6NG
Telephone 01352 702124 Fax 01352 754005
E-mail: emergency.planningunit@denbighshire.gov.uk
Website: **www**.denbighshire.gov.uk

Flintshire County Council
Joint Emergency Planning Unit
County Hall, Mold, Flintshire CH7 6NG
Telephone 01352 702124 Fax 01352 754005
E-mail: emergency.planning@flintshire.gov.uk
Website: **www**.flintshire.gov.uk

Wrexham County Borough Council
Emergency Management Planning Department
Lambpit Street, Wrexham LL11 1AR
Telephone 01978 292264/5 Fax 01978 292269
E-mail: nigel.williams@wrexham.gov.uk
Website: **www**.wrexham.gov.uk

Isle of Anglesey County Council
Emerency Planning Unit
Swyddfa'r Sir, Llangefni, Anglesey LL77 7TW
Telephone 01248 752100 Fax 01248 750839
E-mail: esxpp@anglesey.gov.uk
Website: **www**.ynysmon.gov.uk