

## How to Develop a Business Continuity Plan?

A Business Continuity Plan will enable a business to respond in a controlled manner to any disruption caused by internal or external factors.

There are five key stages that make up the Business Continuity Planning Cycle.

### 1. Analyse your Business

Make a list of the critical services in priority order and consider where you may be vulnerable. The process will determine:

- What does your business produce?
- What key staff and systems are necessary for the delivery of that service.

### 2. Assess the Risks

How likely is an identified risk to occur? How will it affect your business?

- What can go wrong?
- How will a risk affect delivery of your service.

### 3. Develop your Strategy

Your strategy will determine:

- How can you reduce the risks;
- How you recover from disruptive incidents.

### 4. Develop your Plan

- A simple generic plan will provide:
- An list of actions to enable you to continue your services;

### 5. Rehearse your Plan

- Test the plan to identify problems.
- Involve your employees in the planning process and provide training.

## Local Authority Advice & Assistance

The promotion of Business Continuity Management is a responsibility placed on all local authorities by the Civil Contingencies Act 2004.

The council can assist the business and voluntary community by providing information on where you can get more help and advice.

## Further Information

For further information regarding Business Continuity Management please contact:

Resilience Manager  
Gateshead Council  
Civic Centre  
Regent Street  
Gateshead  
NE8 1HH

Phone – 0191 433 3000  
Website – [www.gateshead.gov.uk](http://www.gateshead.gov.uk)  
Email – [enquiries@gateshead.gov.uk](mailto:enquiries@gateshead.gov.uk)

Tyne & Wear Emergency Planning Unit  
[www.twepu.gov.uk](http://www.twepu.gov.uk)

### Other useful Websites

[www.thebci.org](http://www.thebci.org)  
[www.ukresilience.gov.uk](http://www.ukresilience.gov.uk)  
[www.mi5.gov.uk](http://www.mi5.gov.uk)  
[www.londonprepared.gov.uk](http://www.londonprepared.gov.uk)  
[www.normit.org](http://www.normit.org)  
[www.go-ne.gov.uk](http://www.go-ne.gov.uk)

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# Be Prepared



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# Imagine the scene

- Gateshead has been hit by a week of flash floods and high winds – the worst for centuries.
- Team Valley Trading Estate is underneath 5 feet of water.
- The A1, Redhugh and Tyne Bridges are closed.
- Electricity and phone lines are down and the mobile phone network is due to crash.
- Your staff can't get to work but your contracts still need to be met.

## *How would your business cope with an unexpected emergency like this?*

**Statistics show that 80% of businesses affected by a major emergency without a business continuity plan either never re-open or close within 18 months. And with nearly 1 in 5 businesses suffering some kind of disruption every year – it pays to be prepared!**

## **Why do I need to plan?**

Every business activity is at risk of disruption from a variety of threats, which vary in magnitude from minor through to catastrophic incidents, and can include fire, flood, loss of utilities, loss of staff, or a combination of disruptions.

Have you considered what sort of penalties that could be imposed if your business fails to provide a critical service to a client that you are contracted to do? This means action before and not after disaster strikes.

Without continuity plans, businesses and other organisations have to rely on an 'ad-hoc' approach to deal with disruptions, and the many other issues that will present themselves as a result of that disruption. This approach is essentially made up at the time of the incident. Without effective business planning a natural or man-made disaster or an internal or external service disruption could result in:

- A complete failure of your business
- Loss of reputation and/or loss of customers
- Financial, Legal and Regulatory penalties
- Human Resource issues
- An impact on insurance premiums

## **What is Business Continuity Planning?**

Business Continuity is about making sure you are better prepared to identify the possible impact on your business of a service disruption and how to respond to such an emergency.

It provides a planned response - combined with effective measures to reduce interruption and minimise losses. Such measures will include systems for identifying and co-ordinating the actions of staff required to respond to and recover from a service interruption.

**Business Continuity Management is a tool used to:**

- Reduce the likelihood of service disruption
- Minimise the impact if disruption happens
- Ensure the safety of staff during an incident
- Enable delivery of key business objectives
- Minimise the effects of any disruption to services and restore business within an acceptable time scale
- Comply with statutory or legal requirements

**Business Continuity Management will enable a business or organisation to:**

- Identify critical systems and information in advance of an event, so that an informed decision can be taken on the extent to which management and production systems should be protected;
- Define the roles and responsibilities of individual members of staff - both in terms of responding to and recovering from an emergency;
- Identify the resources required to maintain a minimum acceptable service to clients.

By initiating the continuity process and producing a plan, you will have a framework of actions to follow if a business interruption occurs.

Business continuity therefore provides businesses and other organisations with a means to enable a co-ordinated and effective recovery following an emergency.

# What Risks should you plan for?

## **How could your critical services continue during:**

- a loss of power for 24 hours?
- a loss of power over a prolonged period?

## **How would your business function without computers or telecommunications for:**

- a day?
- a week?
- a month?

## **Which of your critical services would be jeopardised if your building was evacuated for a week with all access denied?**

- How about a month?
- How many staff would be needed to enable you to undertake critical tasks and how would you accommodate them?
- Have you an alternative building in which to work effectively? Is this sufficient? Can staff work from home?

## **How would you continue to delivery your service if:**

- A quarter of your staff were absent through illness?
- A critical production team or an income collection department won the lottery?
- A computer virus or theft resulted in the loss of critical information such as customer contacts, contract details, payroll database.
- How long can you manage without specialist software, equipment or stationery and how long would it take to replenish stocks?

**A Business Continuity plan should answer all the above questions, and others tailored specifically to suit your business requirements.**