The Business Continuity Process

Understand your business and key business objectives

▼

Identify key activities and staff working within those areas

▼

Identify the potential threats

▼

Assess the risk both internal and external

▼

Calculate the impact

▼

Review the results

▼

Plan to reduce the likelihood or reduce the impact

▼

Train your staff

▼

Exercise the plan

▼

Audit the results and review regularly

What is the role of Devon County Council's Emergency Planning Service?

● Emergency Planning can offer general advice and can assist by giving details of useful websites and further reading - please see our contact details below.

● We cannot prepare your plans for you - you know your business and the critical processes.

For more information please contact:

Emergency Planning Service
Devon County Council
County Hall
Topsham Road
Exeter EX2 4QD

Tel: 01392 382680

Email: emerplan@devon.gov.uk

www.devon.gov.uk/emergencies

Devon County Council

"Business Continuity Management is a business-owned and driven activity that can provide the strategic and operational framework to review the way your organisation provides its products and services and increases its resilience to disruption, interruption or loss"

Business Continuity Institute

Business Continuity in the Community

This leaflet is aimed at those who run or are involved in a business, partnership, voluntary organisation, even a sports club or amateur society.

Disaster can happen to YOU!
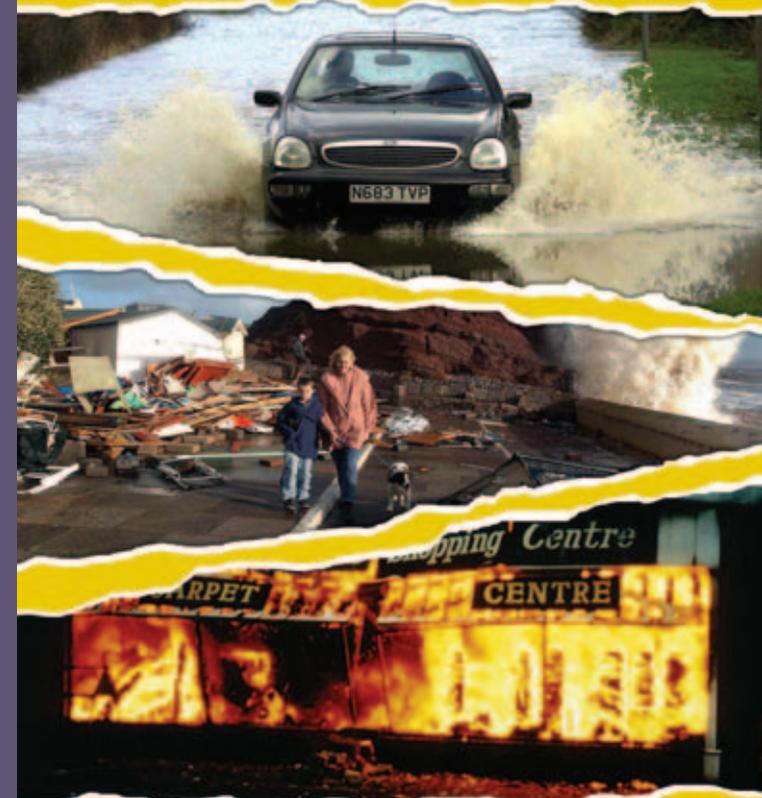
What is Business Continuity?

It is about making sure your business or organisation is prepared in the event of an emergency.

- How would you continue to operate?
- Do you provide a critical service to your customers?
- Would it be 'business as usual'?

Having a tried and tested plan to work to will ensure your business or organisation suffers the least possible disruption and ultimately continues to operate.

Why Business Continuity?

Without effective business continuity planning a natural or man-made disaster could result in:

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

You may already have an effective plan, but. . .

are your staff aware of it?

when did you last review it?

have you ever tested it?

Business risks you should plan for:

- Have you considered what sort of penalties could be imposed if you fail to provide a critical service which you are contracted to do?
- How could each of 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 continue to cover 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?
- What would happen if a quarter of your staff were absent through a flu pandemic? How about if your income collection team collectively won the lottery?
- How long can you manage without special software or stationery and how long would it take to replenish stocks?

Your plan should answer all the above questions, and others tailored to suit your business area.

Where do you start?

Start by reviewing any plans you currently have in place against the checklist below.

If you have no existing plans, start by listing, in priority order, your key services and follow our guidelines.

Stage 1 ➤ identify what to plan

- ▶ Identify all critical services and prioritise them in order of importance. Each one will require its own Business Continuity Plan.
- ▶ Prepare a list of all known risks for each critical service area, for example: prolonged power failure, lack of access to office buildings, loss of key staff through accident or illness etc.
- ▶ Plot each identified risk on a graph of impact x likelihood using a 1-5 measurement.
- ▶ Decide how much risk you can prevent or reduce and how much your business can take.

Stage 2 ➤ prepare your plan

- ▶ Prepare a simple generic plan of actions to enable you to continue each of your priority services, which also details specific actions for different types of risk and different services.
- ▶ Plan for the remainder.

Stage 3 ➤ test your plan

- ▶ Discuss your plan with all relevant staff, including the staff involved with key services, and cover all training needs.
- ▶ Simulate a theoretical disaster and test your plan.
- ▶ Review and update the plan as required.

DID YOU KNOW?

80% of businesses affected by a major incident without a business continuity plan either never re-open or close within 18 months

An estimated **46%** of businesses do not have a business continuity plan

Of those with plans, only **30%** have been tested and one in five has only ever been tested once

Nearly **1 in 5** businesses suffer a significant disruption every year