

An Introduction to

Business Continuity Planning

Practical Experience

European Head Office



Extensive
Client Base

Established
1998

Expert Consultants

Global Network

“I am often asked what single piece of advice I can recommend that would be most helpful to the business community.

My answer is a simple, but effective, business continuity plan that is regularly reviewed and tested.”

Eliza Manningham-Buller, the Director General of MI5
(retired)

- Legal compliance
- Retailer/supply chain requirements
- BRC Issue 6 requires BCP (clause 3.11.1)
- Demonstration by senior management and board of due diligence
- Shareholder protection
- Protect production and long term business

- Protect brand and reputation
- Competitive advantage in tender situations
- Insurance requirements
- Financial services authority requirements



We work with you to identify crisis types that could affect your business

- Fire
 - Bomb Threat
 - Environmental disaster
 - HSE Investigation
 - Terrorist Attack
 - Pandemic Flu
 - Malicious Threat
 - Gas Explosion
 - Flood
 - Product Contamination
 - Loss of Key Supplier
 - Mass Absenteeism
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Summary of outputs from Risk Profiling

- Identified list of crisis types
- Severity / Probability classification
- Existing risk mitigation processes
- Site tour to identify “hot spots”

- Identify critical processes, systems and equipment
- Plan for alternatives and short / medium term workarounds
- Calculate maximum allowable downtime
- Identify alternatives with lead times and costs
- Developed at Department or Site level

Summary of outputs from Business Impact Analysis

- Defined impact categories
- Identified critical business functions, processes and equipment
- Options for alternatives
- Define maximum allowable downtime & recovery prioritisation
- Resource requirements for recovery
- Table(s) compiling BIA details and supporting data

Complementary to the outputs of the BIA are the action plans that are crisis type specific.

- We will create draft “step by step” procedures per incident type
 - Procedures will be relevant, simple, effective and practical
 - If multiple sites are involved, personnel from each site must also be involved
 - Procedures for each incident type will each follow the same format
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Summary of outputs from Action Plans Development

- Action plans for each crisis type at company, site or department level depending on client requirements

The RQA consultant will develop a simple plan that will cover the requirements of:

- Partial / full evacuation
 - Roll call
 - What to say to the emergency services
 - Key hazards on site
 - Communication
 - Other items relevant to the specific client
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Summary of outputs from Immediate Response Plans

- Immediate Response Plans

Table of Contents

1. Business Continuity Policy
2. Activating the BCP
3. Team
4. Roles & Responsibilities
5. Incident classification
6. Communication

7. Incident types – e.g Fire, Flood etc.
 - a. Incident Start
 - b. Immediate incident response
 - c. Escalation (how, when and by who)
 - d. Data gathering (what data do you have / need)
 - e. Incident assessment
 - f. Action plan
 - g. Business continuity
 - h. Close out
 - i. Review

Appendices

- i. Immediate response plan
 - ii. Business impact analysis matrix
 - iii. Alternative suppliers, costs, lead times
 - iv. Emergency contact lists (internal)
 - v. Emergency contact lists (external)
 - vi. RIDDOR reporting requirements
 - vii. Insurance incident support & claims reporting requirements
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“Incident run through”

- The RQA consultant would run through a specific incident type and assess your capability for incident management and business continuity
- A report will be compiled that will highlight strengths and weaknesses in the process from incident start to finish

“Table top simulation”

- RQA develop a crisis scenario with input from a member of your team.
- Your team receive notification of a serious incident.
- A range of “injects” escalate the incident
- You will need to gather relevant information to help you manage the incident
- This will test how your business continuity plans work in practice.
- Your team will feel like they experienced an actual serious incident.
- Learning points from the simulation will be compiled into a report

“Live exercise with emergency services”

- RQA consultants develop a scenario with input from a member of your team
- The “serious incident” will start and you will notify the emergency services (ES)
- The fire and rescue service, police and ambulance will arrive and the incident will be played out on site as though real.
- The ES will expect to be briefed on the incident and remain in contact with a member of your site team.
- Members of your team will provide support, and others will observe.
- Normally, this exercise will involve an evacuation of a discrete area, including roll call and “injects” to extend the scale of the incident.
- After the exercise, a “hot” debriefing session will be led by the RQA consultant involving the client team and the emergency services.
- On completion, a full report will be prepared highlighting findings from the exercise with recommendations for further developments of plans and capability.

If you already have business continuity plans and are looking for an external specialist opinion we can arrange for a RQA consultant to provide an assessment.

- Assessment can be carried out remotely (i.e. desktop) or via a client meeting
- The consultant will be looking for effective risk profiling, business impact analysis and action plans that will be truly effective for your business

- The consultant will provide a comprehensive report with recommendations for further improvement
- The assessment will be made against industry best practice and RQA experience

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