

Business Continuity and The Olympics

Are you prepared?

Presented by Jason Dear

WELCOME...

Resilience and Emergency Management Team

How many of you...

Know what BCM is?

Have a BC Plan?

Have tested your plan?

Have trained your staff?



What is Business Continuity Management About

- Protecting your business
- Protecting your reputation
- Solving potential disruptions in advance
- Team building
- Increased staff knowledge / awareness
- Prompt to access alternative suppliers
- Competitive advantage in an emergency

The Business Continuity Management Process

- 1. Understand your business**
- 2. Identify the risks**
- 3. Develop the plan**
- 4. Communicate the plan**
- 5. Validate the plan through exercises**
- 6. Review and evaluate**

Asset	Normal	Immediately	After 1 hour	After 5 hours	After 1 day
Staff	15	2	4	4	10
Suppliers	4 deliveries	none	none	none	4 deliveries
ICT Data	Backed up daily	Customer data	Supplier Data	All data	All data
Telephones	5	1	1	1	2
Gas	Yes	No	No	Yes	Yes
Water	Yes	No	No	No	Yes
Electricity	Yes	Yes	Yes	Yes	Yes
Buildings	Office	No	Yes	Yes	Yes
Stock (nurses uniforms)	5000	Mon-Fri 2000 Sat-Sun 100	2000	2000	5000

The Business Continuity Management Process

- 1. Understand your business**
- 2. Identify the risks**
- 3. Develop the plan**
- 4. Communicate the plan**
- 5. Validate the plan through exercises**
- 6. Review and evaluate**

Type of threat	Likelihood Very high – very likely to occur High – likely to occur Medium – might occur Low – unlikely to occur	Impact on business Very High – catastrophic impact on business, unable to operate High – Large impact on business, some business activities can continue to operate Medium – some impact on business, most business activities can continue to operate. Low – minor impact on business, can cope with little action needed	Preventative measure E.g. Electrical safety checks, compliance with Fire Safety Orders, staff trained, backed up data, alternative telephone lines, ability for staff to work from home, backup suppliers, copy of essential documentation stored offsite.
Fire			
Power failure			
Gas failure			
Water failure			
Flood			
Bomb			
Lost Data			
Telecomms failure			
Terrorist attack			
Industrial action			
Transport disruption			
School/Childcare closures			
Supply chain disruption			
Access denial e.g. police scene of crime cordon.			

The Business Continuity Management Process

- 1. Understand your business**
- 2. Identify the risks**
- 3. Develop the plan**
- 4. Communicate the plan**
- 5. Validate the plan through exercises**
- 6. Review and evaluate**

Some aspects your plan should include...

- Roles and responsibilities
- Clear instructions especially for the first “golden” hour
- Timetabled and prioritised actions
- Communication strategy (internal and external)
- A simple checklist for critical activities
- Contacts - Emergency services, neighboring organisations, Utility companies, Suppliers and Customers, Insurance company

The Business Continuity Management Process

- 1. Understand your business**
- 2. Identify the risks**
- 3. Develop the plan**
- 4. Communicate the plan**
- 5. Validate the plan through exercises**
- 6. Review and evaluate**

Problems you might encounter

- Time constraints
- Financial burdens
- People do not know their roles
- Plan is not tested
- Lack of interest of staff

Implications of not having BCM

- Loss of essential data
- Lack of confidence from stakeholders
- Increased/invalidated insurance
- Reputational issues
- Inability to recover within a set timeframe
- Litigation
- Bankruptcy

Develop an action plan – Suppliers and deliveries

- Stockpiling
- Joint deliveries with local businesses
- Receive/collect goods at less busier times
- Use local suppliers that use alternative travel modes
- Re-route deliveries
- Work with suppliers – for delivery and quantities