

How prepared are you?

Business Continuity Management will help you plan and prepare for the unexpected.



Advice for commercial and voluntary organisations.



PREPARING FOR EMERGENCIES
WHAT YOU NEED TO KNOW

Be prepared

Business Continuity Management (BCM) is about identifying those parts of your business that you can't afford to lose – such as information, stock, premises, staff – and planning how to maintain these, if an incident occurs.

Any incident, large or small, whether it is natural, accidental or deliberate, can cause major disruption to your organisation. But if you plan now, rather than waiting for it to happen, you will be able to get back to business in the quickest possible time. Delays could mean you lose valuable business to your competitors, or that your customers lose confidence in you.

This affects you

Whether you are a market trader, voluntary organisation or a global institution you need to be able to continue with your critical activities, whatever happens.

You also need to make sure that your key suppliers and partners have effective BCM arrangements in place.

See the benefits

Effective BCM arrangements will:

- **Reduce the chance of disruption to service or production**
- **Minimise impact if disruption happens**
- **Reduce the financial losses you incur**
- **Prevent loss of business to competitors**
- **Enhance your reputation and build customer confidence**
- **Build staff confidence**
- **Ensure that you comply with legal requirements**

Good BCM can also give your business a competitive advantage. Many companies will not use suppliers unless they have effective BCM arrangements in place.

Consider the risks

Your BCM arrangements should include planning for:

- Loss of staff
- Loss of systems (IT and telecommunications)
- Loss of utilities eg water, gas, electricity.
- Loss of, or access to, premises
- Loss of key suppliers
- Disruption to transport
- Crime



Safeguarding your organisation

BCM is simpler than you might think. To implement BCM you will need to consider the following questions:

- What are your organisation's key products and services?
- What are the critical activities and resources required to deliver these?
- What are the risks to these critical activities?
- How will you maintain these critical activities in the event of an incident (loss of access to premises, loss of utilities etc)?

The Civil Contingencies Secretariat has developed a toolkit to guide you through the process of implementing BCM and to help you answer these questions. It is available at www.preparingforemergencies.gov.uk/bcadvice

There are also links from here to other sources of information.

Help and advice

Local authorities are required to promote BCM by the Civil Contingencies Act 2004.

For [local authority to provide wording dependant the level of support and advice they feel qualified to provide] please contact [name of authority] at:

[local authority to insert relevant address and contact details]

[Insert the relevant partner logos here if required]