



BUSINESS CONTINUITY FOR DUMMIES: A BITE SIZE COMPANION GUIDE

Dummies Guide references for further information:

Thinking about potential disruption to your company and putting simple preparations in place can save you time and money when something untoward happens. Completing the checklist below could suggest ways to make your organisation better able to withstand disruption and may also help identify areas of your business that require additional resilience. For more complex or vulnerable areas of your organisation, the Business Continuity For Dummies book, produced by the Cabinet Office, contains a wealth of information that could help your organisation further. See references on the right-hand side of the page →

Staff		Quick Wins	
WHAT IF a significant proportion of your workforce were not able to come into work? What effect could this have on your business?	Why this might happen - Illness: staff off sick or looking after relatives - Transport problems often caused by bad weather - School closures: parents can't come into work - Industrial action Other risks specific to your business/region?	✓ Keep a 'skills register' (e.g. IT, HGV licence, special constable) of your staff which also has their contact details. This way you can redeploy staff to key functions at short notice ✓ Cross-train staff on key processes/ equipment so that the first time they have to do it is not in an emergency What else could you do to reduce the impacts on your business?	Chapter 3, pp. 36-37
Buildings		Quick Wins	
WHAT IF you could not access your premises? What if your building had no water or power? What effect could this have on your business?	Why this might happen - Flooding in the area or the building - Power cut localised or in the region - Criminal damage to your building or in the area Other risks specific to your business/region?	✓ Put together a list of people to call in a building emergency. Utility providers (electricity, gas, water) your insurance provider, skilled tradesmen (glaziers, plumbers) etc ✓ Consider back up location(s) - including staff working from home ✓ Store hard copies of data in a safe place (e.g. upstairs if flooding is a high risk) and tell staff about this ✓ Check the risks in your area: the community risk register put together by your <u>local authority</u> , the Environment Agency <u>flood risk</u> map and consider registering with their Floodline Warnings Direct What else could you do to reduce the impacts on your business?	Chapter 3, p. 35



Cabinet Office

Supply chains

WHAT IF a key supplier were unable to fulfil orders to your company on time or at all?

Why this might happen

- **A supplier** goes out of business
- **A supplier** is not resilient to disruption

What effect could this have on your business?

Other risks specific to your business/region?

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Systems

WHAT IF you could not send or receive emails or access data? What if data you hold was lost or corrupted?

Why this might happen

- IT software or hardware failure
- **Cyber attack**
- **Internet connection** is lost
- **Telephone** networks are lost

What effect could this have on your business?

Other risks specific to your business/region?

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Profits and Reputation

WHAT IF your most profitable, high profile product or service is disrupted? What if you couldn't fulfil legal obligations?

Why this might happen:

- Any of the disruptive events mentioned above (loss of staff, building, systems supplier)

Other risks specific to your business/region?

What effect could this have on your business?

Lessons learned form challenges faced in the past?

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Quick Wins

- ✓ Maintain a contingency stock of items you can't operate without.
- ✓ Source from more than one supplier if it's not too expensive to do so
- ✓ When you sign up with a new supplier, check what plans they have in place to cope in the event of disruption (e.g. transport or IT problems) and don't be too easily satisfied with general assurances
- ✓ Keep a list of alternative companies to your key suppliers who might be able to fill in at short notice

What else could you do to reduce the impacts on your business?

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Quick Wins

- ✓ Back-up data regularly and be familiar with (and test!) IT system restore instructions and any help desk contact numbers
- ✓ Be clear about which systems you can access from where (i.e. remotely)
- ✓ Keep a hard copy of staff contact details at home (mobile and landline numbers) and a hard copy of supplier and customer contact details

What else could you do to reduce the impacts on your business?

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Quick Wins

- ✓ Make sure you and your staff know which are your most high profile products/services so you can prioritise them in the event of disruption
- ✓ Have a more detailed plan for keeping high profile and profitable activities going in the event of disruption, discuss this plan with customers and suppliers to check it is in line with expectations
- ✓ Communications: be ready to keep customers and suppliers in the loop, have a group list for an email or text ready so you can contact everyone important quickly and uniformly
- ✓ Think carefully about what your customers and other stakeholders expect of you; breaching trust or letting people down will severely damage your reputation

What else could you do to reduce the impacts on your business?

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Chapter 4,
p.43
Chapter 6,
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Chapter 17,
p.251- 256

Chapter 4,
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Chapter 8
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