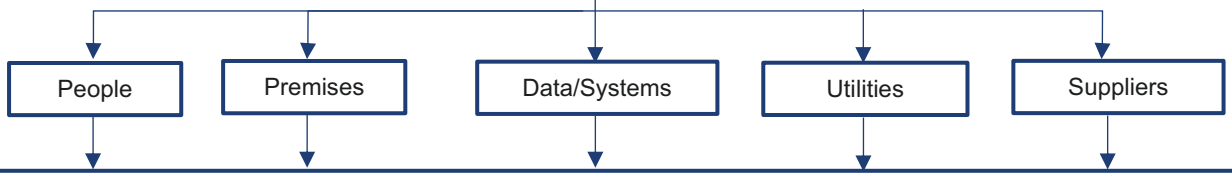
BUSINESS IN THE COMMUNITY

The Prince's Responsible Business Network

WOULD YOU BE READY?

1. Understand your business critical functions and activities

List your business critical functions and activities ie without which your business will be unable to deliver products and/or services and could ultimately fail. You could consider the following categories:



2. Timeframes

What is the maximum period of time these critical functions and activities could be suspended without causing your business lasting damage? (e.g. 24 hours, 7 days, 14 days etc.)

3. Assess your risk

Consider what ***impact*** a disruptive event such as a cyber attack or a flood could have on these critical functions and activities and the ***likelihood*** of them occurring - categorise as **critical, urgent, important or acceptable** taking into account the timeframes identified in **Step 2** above to help prioritise what action you will take e.g.

- Key staff are unavailable
- Loss of customer data
- Unable to access IT systems
- Unable to access premises
- Major supplier goes out of business
- Telecommuications outage
- Loss of electricity, water or gas
- Transport networks are disrupted

4. Reduce your risk

What preventative measures can you put in place to help reduce the impact of a disruptive event in each of these areas? You can use the checklist overleaf as a prompt

5. Develop an Emergency Plan

The plan should include a primary and deputy contact to implement the plan and triggers for when the plan should be invoked

6. Develop an Emergency Communications Plan

This plan should include key contacts, a chain of command, and processes for tracking and communicating business and employee status. It should also be documented regularly reviewed and updated as required

7. Communicate and rehearse your Plans

Include plans in staff induction and regular staff training. Regularly test and rehearse elements of the plan. Consider sharing your resilience plan with your suppliers and local business network

8. Revisit and update your Plans

Rehearsals will invariably identify changes that need to be made to the plans to improve them so it is important to update them – best practise is every 6 months

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Checklist

Stay informed	check
Check live alerts – sign up for flood warnings and Cross Sector Safety and Security Communications	
Download the British Red Cross Emergency app	
Check your flood risk– coastal, river, rainfall/run-off	
Insurance	**check**
Do you have insurance cover if not discuss options with a broker	
Make sure you understand what cover you have and check that it is right for you and your business	
Check you understand the terms and conditions and any exclusions	
Consider if you require specific cover for flooding, cyber, terrorism	
People	**check**
Identify and document key procedures and details of staff with key skills and knowledge	
Consider contingency training for key roles/functions	
Consider Health & Safety staff training including First Aid	
Consider remote working policy	
Nominate a primary and deputy contact to implement your Emergency Plan	
Communicate your Emergency Plan to staff and rehearse	
Premises and Equipment	**check**
Understand site evacuation routes and undertake weekly security checks – IT / Fire alarm / Security system	
Consider back up premises a) 3rd party provides recovery site/equipment b) reciprocal agreement with another organisation	
Consider flood and fire protection measures	
Create an emergency contacts list for tradespeople such as glaziers, carpenters and electricians	
Prepare a flood kit – supplies for<3 days and copies of key documents including your Emergency Plan and contact lists	
Develop a dynamic lockdown procedure	
Data	**check**
Use secure devices and software which are kept up to date	
Use passwords to protect your data	
Protect against viruses and malware	
Regularly provide cyber security training for your staff	
Regularly back-up digital data and keep a copy offsite and/or in the cloud	
Scan paper copies/key documents and store copies offsite	
Utilities	**check**
Consider back-up utilities; energy, water and telecommunications	
Consider portable generators - provided by a 3rd party	
Suppliers	**check**
Create a contact list of current and alternative suppliers and diversify suppliers where possible	
Include in tender process/contracts the need for a supplier to have their own emergency/business continuity plans in place	
Share your Emergency Plan with neighbouring businesses and identify ways to provide mutual support	
Communication	check
Create contact lists and cascade plan:	
• All staff and their emergency contacts (ie next of kin)	
• Key customers and suppliers	
• Insurer – claims manager	
• Bank – relationship manager	
• Neighbouring businesses that could provide support/may need to be informed about the disruptive event	
• IT and cyber security support	
• Electricity, gas and water (24 hour emergency)	
Be prepared to use social media to communicate with stakeholders about your business disruption	