



Need a helping hand with emergency planning?

Preparing London for emergencies

Business continuity advice for
business and voluntary organisations

www.haringey.gov.uk

LONDON
PREPARED
Resilience Through Planning

HARINGEY COUNCIL

Foreword



Major emergencies are becoming a fact of life and we all need to prepare for them.

Businesses and voluntary organisations have an important role to play: by being prepared for emergencies, they can reduce the economic impact and help the community return quickly to normal.

The kind of business continuity planning illustrated in this leaflet will help your organisation prepare for a major emergency.

This London Prepared initiative serves to promote the idea of business continuity throughout the capital. As Haringey Council's executive member for crime and community safety, I hope you make use of this. Together we can make Haringey a safer and stronger community.

Be prepared!



Cllr Nilgun Canver
Executive Member for Crime
and Community Safety
Haringey Council



Introduction

Business continuity management is about preparing your organisation for any event or occurrence that stops your normal way of operating. This could be:

- A problem with utilities, such as a power cut or burst water main
- An internal problem, such as an IT failure or a fire
- The failure of a key supplier or major client
- An external emergency, such as an act of terrorism or severe weather.

Why plan?

Resilience: organisations with no plan can go out of business, or lose money.

Competitive advantage: many public and private organisations now expect their suppliers to have a Business Continuity Plan, as it reassures them that they can rely on your business in a crisis. If you want to win contracts, a Business Continuity Plan is increasingly necessary.

How can you prepare?

Business continuity planning involves just a few simple steps. Small organisations' plans don't take a lot of time. Larger organisations need to consider the issues they will face in more depth. This helpful guide will take you through the five simple steps to securing your business through an emergency.

For more information and a useful template with instructions on how to fill in, download a Business Continuity Plan template from the Haringey Council website: www.haringey.gov.uk

1.

Understanding your business

The key question for all organisations is to consider what activities are critical, and what might affect them badly.

- What is essential to staying open or operational? What can wait?
- What would cost your business the most money? What would hurt your reputation?
- What information is vital to run the business? Where is it stored?
- Which members of staff are essential to keep things going?
- Who are your key suppliers? Who are your key clients?

How likely is an emergency?

The Community Risk Register provides information about the emergency risks for your area, including how likely they are and what the impact could be. You can access it through our website:

www.haringey.gov.uk

What an emergency could do to your business:

- No access to your premises due to damage, police cordons or travel disruption
- Your premises are not useable, or power is off or it is flooded
- IT Systems might not work, or you may lose important data
- Loss of inventory due to fire or flood damage
- No staff due to lack of transport
- No deliveries as suppliers are also affected, or they cannot reach your premises.

2.

Prepare your strategy

Consider how you could overcome risks to your business and operations, and the resources available to you.

There are four basic strategies for dealing with risks. The first is to consider whether to accept each risk; if you think they are very unlikely, and the cost of protecting yourself is too high. But you should only do this after careful consideration. The second strategy is to insure against the risk; this will not keep your business going, it will just help protect against financial losses. Thirdly, it is often a good idea to do what you can to reduce the risk; you could improve your fire precautions, or you could identify alternative suppliers. Finally, you can have a plan for how you would deal with the risk, if the worst happens. This is a Business Continuity Plan.

Things to consider:

- Taking out insurance that would cover you for a range of problems
- How your business would survive whilst waiting for an insurance pay out
- Where you could operate from if you cannot get access to your premises
- Protection of essential data and records, storing copies off-site
- Arrangements for temporary staff cover
- Replacing essential items quickly.

3.

Write your plan

Your plan should be straightforward and easy-to-use. Remember: the person who writes the plan may not be the person who has to use it!

Please download a plan template from the Haringey Council website:
www.haringey.gov.uk

Your plan should cover:

- How you activate your plan and how decisions should be made
- What your critical activities are
- How you will go about overcoming problems – checklists of actions
- How you will get access to essential records and data
- How you will contact people who need to know what has happened, including staff, suppliers and key clients, customers or users.

Have a contact list that includes:

- Contact details for staff and their relatives
- Phone numbers of key suppliers and clients
- Insurance company details and reference numbers
- Utility companies
- Emergency services.

Important: When you have completed your plan, make sure you can get hold of a copy in an emergency. Keep a copy away from the office – perhaps at home.

4.

Testing your plan and training your staff

To ensure your plan is effective, try it out! A short exercise to ‘walk through’ the plan with key staff helps people to become familiar with it, and learn what would work and what might not. Imagine a realistic scenario, and get everyone to describe what they will be doing, step-by-step.

Make sure your staff understand the plan and ask for feedback and input. Explain:

- What it is for, and when it should be used
- What their role is in an emergency.

It is important to learn the lessons from the exercise and update the plan.

5.

Keeping your plan up-to-date

It is easy to write a plan, but you also need to keep it up-to-date. Look at it at least once a year and think about your business and what has changed.

Changes to staff, suppliers, clients, product lines, processes, premises, IT systems etc. Any of these might mean you need to make changes to your plan.

Remember: you need to check contact details regularly. Phone numbers, staff and email addresses can change.

6.

For further information

Useful websites

Haringey Council: www.haringey.gov.uk

London Prepared: www.londonprepared.gov.uk

For further advice and guidance

We are happy to help and advise you. Call the Haringey Council Emergency Planning and Business Continuity:

T **0208 489 3334**

e: emergencyplanning@haringey.gov.uk



Planning for emergency situations can save you money, and help your business survive. For a copy of this guide in your own language, please tick the box, fill in the form and return to the freepost address below.

Albanian

Planifikimi i situatave emergjente mund t'ju kursejë para, dhe të ndihmojë biznesin tuaj të mbijetojë. Për një kopje të këtij udhëzuesi në gjuhën tuaj, ju lutem shënjoni ✓ kutinë, plotësoni formularin dhe kthejeni tek adresa e mëposhtme me postim falas.

French

Planifier pour toute situation d'urgence peut vous faire faire des économies et permettre à votre entreprise de survivre. Pour obtenir un exemplaire de ce guide dans votre langue, cochez la case, remplissez le coupon et renvoyez-le à l'adresse ci-dessous (inutile de timbrer l'enveloppe).

Somali

Hadaad rabto in luuqadaada lagugu tarjumo qoraal ku saabsan qorsheyn iyo u tabaabusho marxalado xaalado deg deg ah oo lacag kuu baajin kara iyo inuu kaa caawiyo in ganacsigaagu uu badbaado, sax mari sanduukha, buuxi foomka, ku soo dir ciwaanka hoose ee boostadu bilaash tahay.

Bengali

জরুরী অবস্থার জন্যে পরিকল্পনা করে রাখলে আপনি টাকা বাঁচাতে পারেন, এবং আপনার ব্যবসা টিকে থাকতে সাহায্য হতে পারে। এই বিষয়ে একটা লিফলেট আপনার নিজের ভাষায় পেতে চাইলে, অনুগ্রহ করে এই বক্সে দাগ দিন, এই ফর্মটা ভর্তি করুন আর নিচের ফ্রিপোস্ট ঠিকানায় ফেরত পাঠান।

Kurdish

Bi pîlankirina ji bo rewşên acil, hun dikarin gelek pere tesorûf bikin û bibin alîkar ji saxlembûna îş û karên xwe yên ticarî re. Ji bo qopyeke vê rehberê ya bi zimanê xwe, ji kerema xwe qutiyê îşaretê bikin vê formê tijî bikin û vegeftinê edresa li jêr. Pûl hewce nake.

Turkish

Acil durumlar için planlama yapmanız paranızı kaybetmemenizi sağlar ve işletmenizi ayakta tutar. Bu konudaki bilgi kitapçığının kendi dilinizde olan bir kopyasını istiyorsanız, lütfen kutuyu işaretleyip, formu doldurunuz ve aşağıdaki ücretsiz posta adresine gönderiniz.

Please tell us if you would like a copy of this leaflet in any of the following formats, and send the form to the freepost address below.

In large print On disk On audio tape In Braille

In another language, please state:

Name:

Address:

Please return to: Freepost RLXS-XZGT-UGRJ, Haringey Council, Translation and Interpretation Services, 8th Floor, River Park House, 225 High Road, London N22 8HQ



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