

# Northern Ireland Safety Group

## Business Continuity Planning Swine Flu – Myth or Major Issue

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# Contents

- Background and Benefits of BCM
- Swine Flu – myth or major issue
- Key Stages of BCM
- Lucky Escapes and Practical Solutions
- Contents of a Plan
- But first, what is a disaster...?



# Definitions

## **Disaster:**

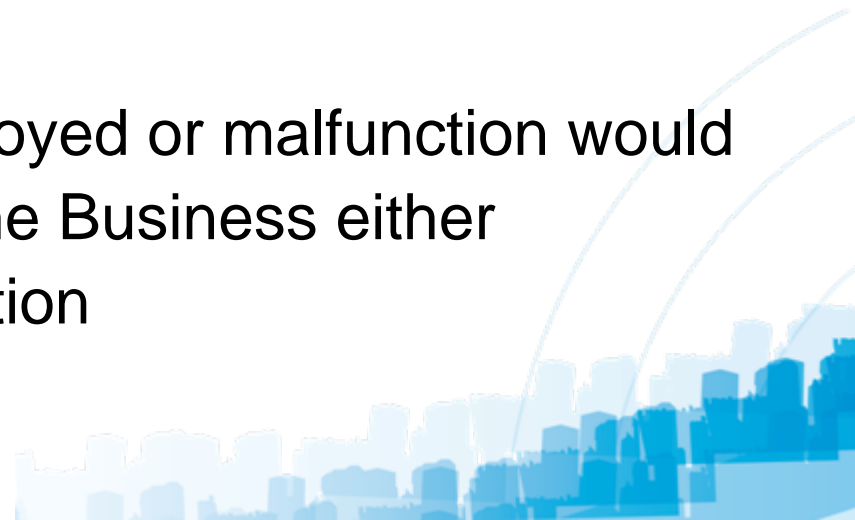
anything that affects the normal operations of critical business functions, which in turn affects the profitability of the organisation.

## **Crisis:**

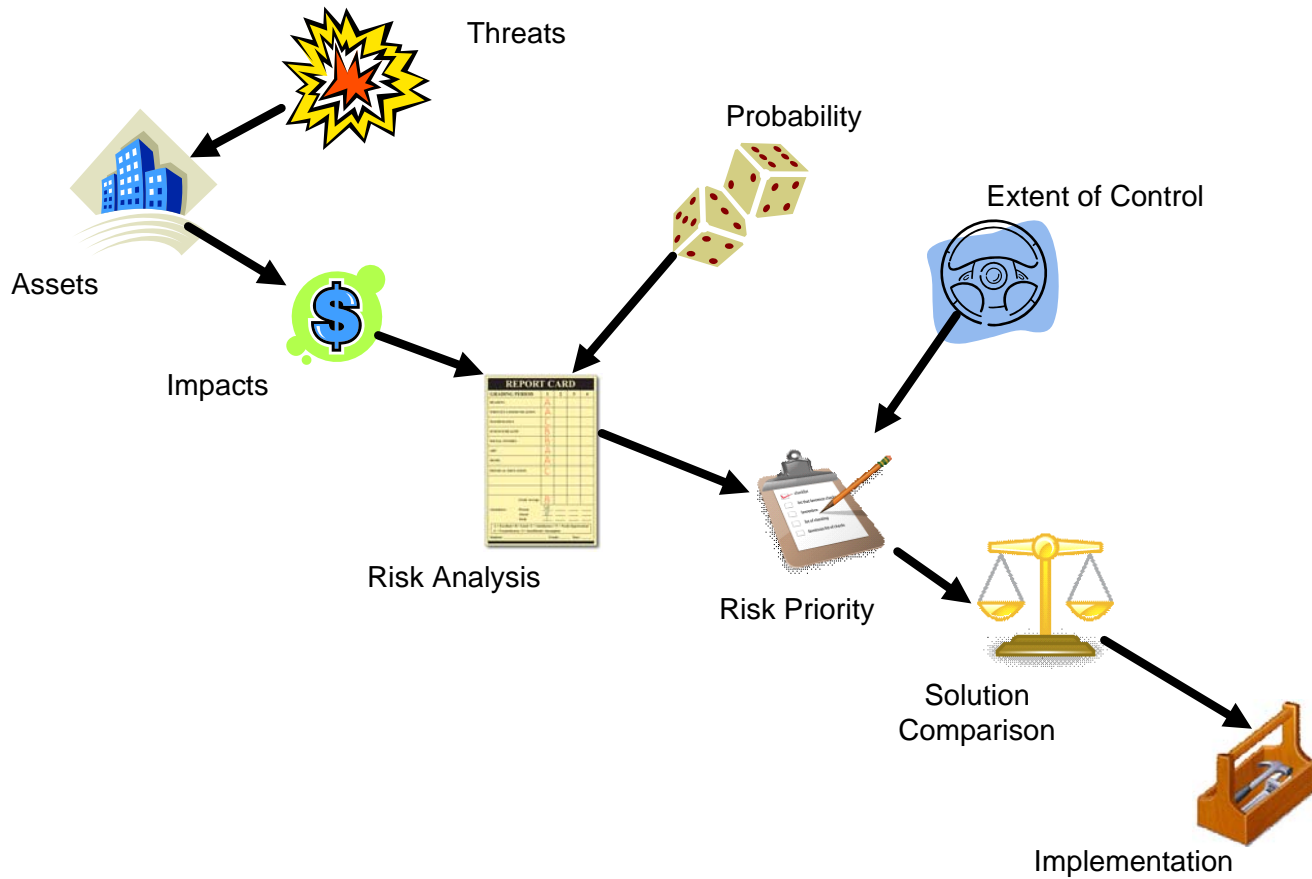
a major disruptive event with far-reaching consequences.

## **Critical Assets:**

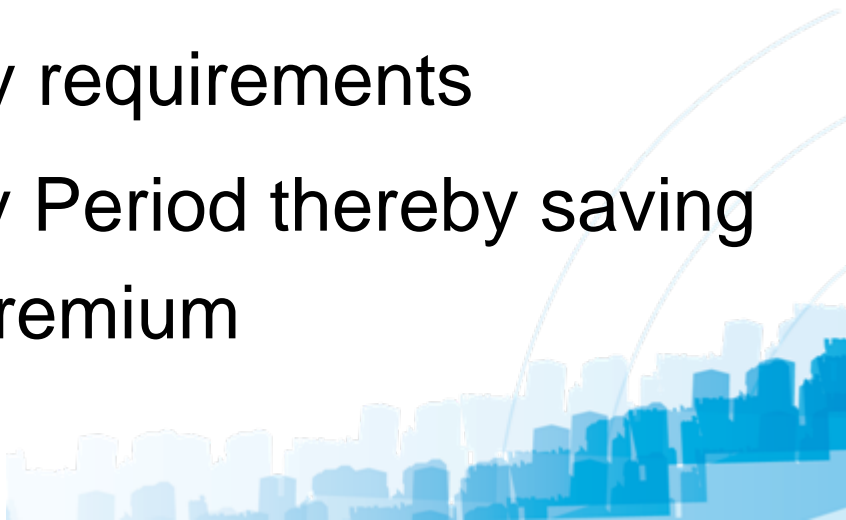
those Assets which if lost, destroyed or malfunction would seriously affect the running of the Business either financially, or in terms of reputation



# Business Continuity Management Process



# Benefits of BCM

- Provides an in-depth study of business operations which instils confidence in organisation
  - Identifies areas of dependency/ risk exposures
  - Maintains customer service, brand reputation and protects shareholder value
  - Compliance with regulatory requirements
  - May help reduce Indemnity Period thereby saving on Business Interruption Premium
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# Chartered Management Institute Survey - March 2009

52% of managers report that their organisation has a specific business continuity plan.

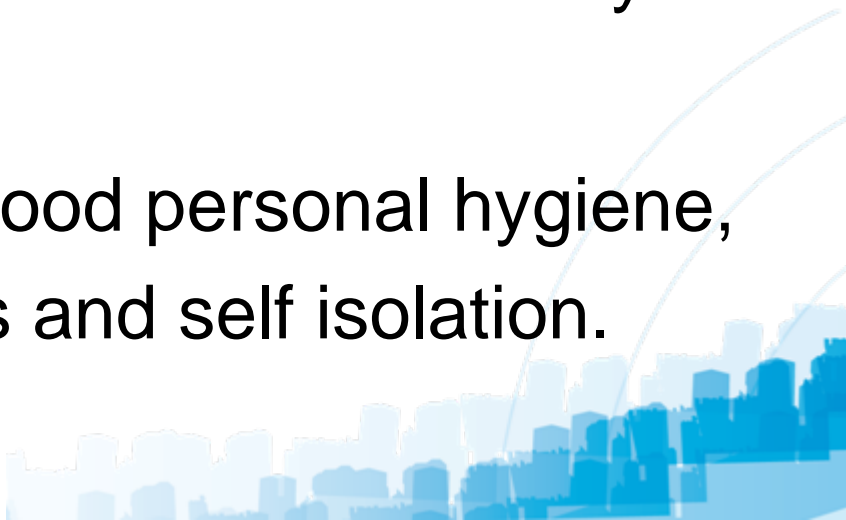
## **Most significant disruptions within the past year:**

- Loss of IT (40%)
- Extreme weather (25%)
- Loss of people (24%)
- Loss of telecommunications (23%)
- Interruptions to utilities (21%).

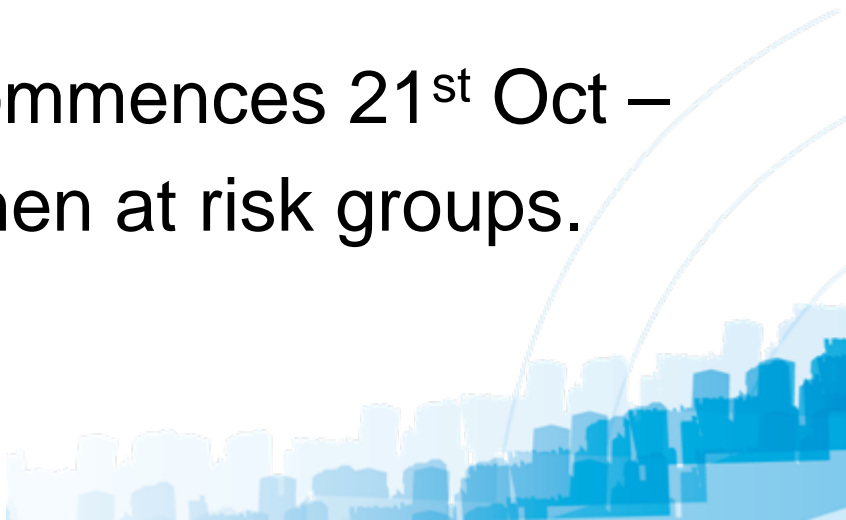
Greatest concerns concerning disruptions include electronic attack and pandemic.



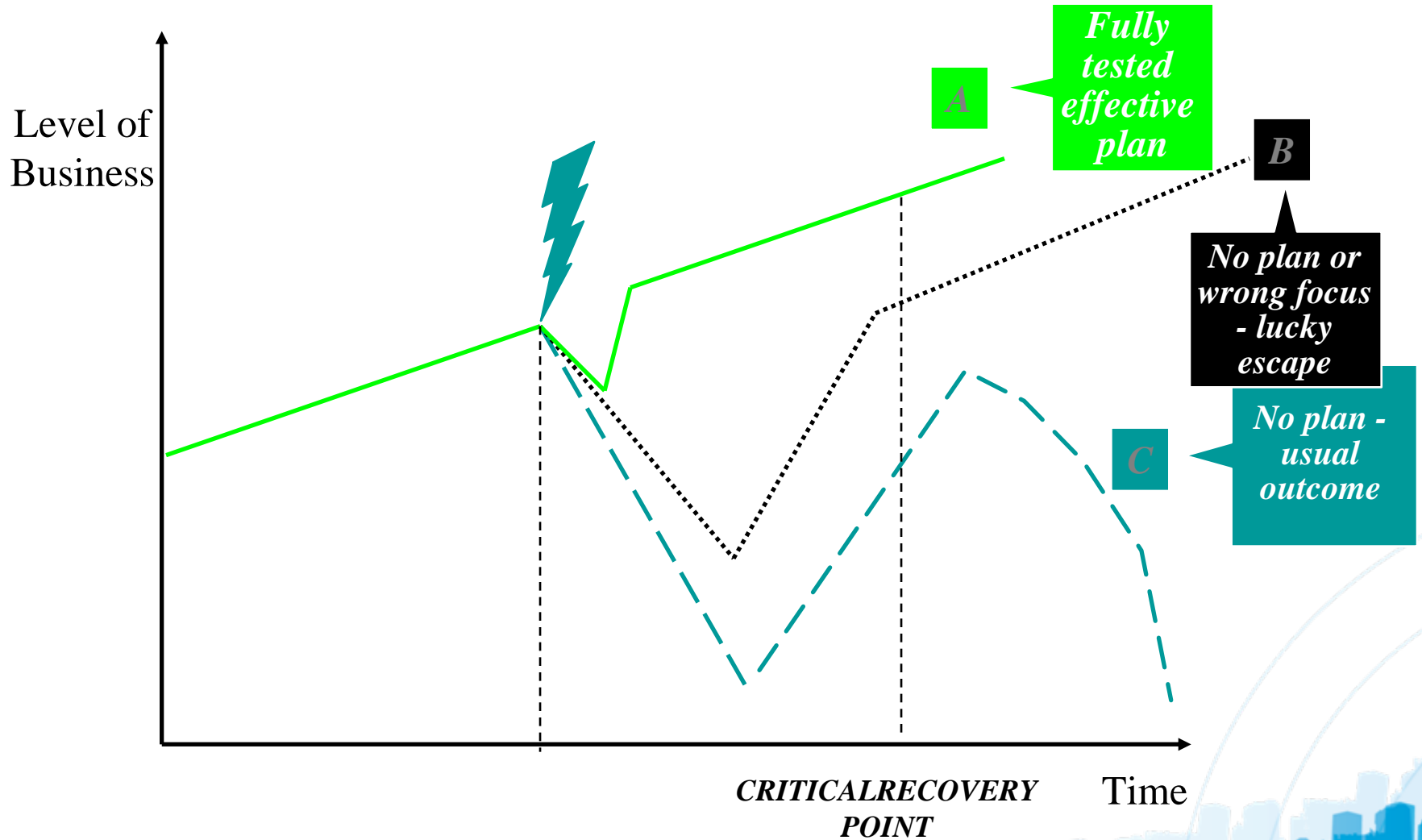
# Swine Flu

- Respiratory illness caused by H1N1 virus
  - Transmission same way as seasonal flu
  - Infection can be effectively treated with antiviral medication
  - Most cases reported are mild and full recovery within 7 days.
  - Infection control includes good personal hygiene, and cleaning hard surfaces and self isolation.
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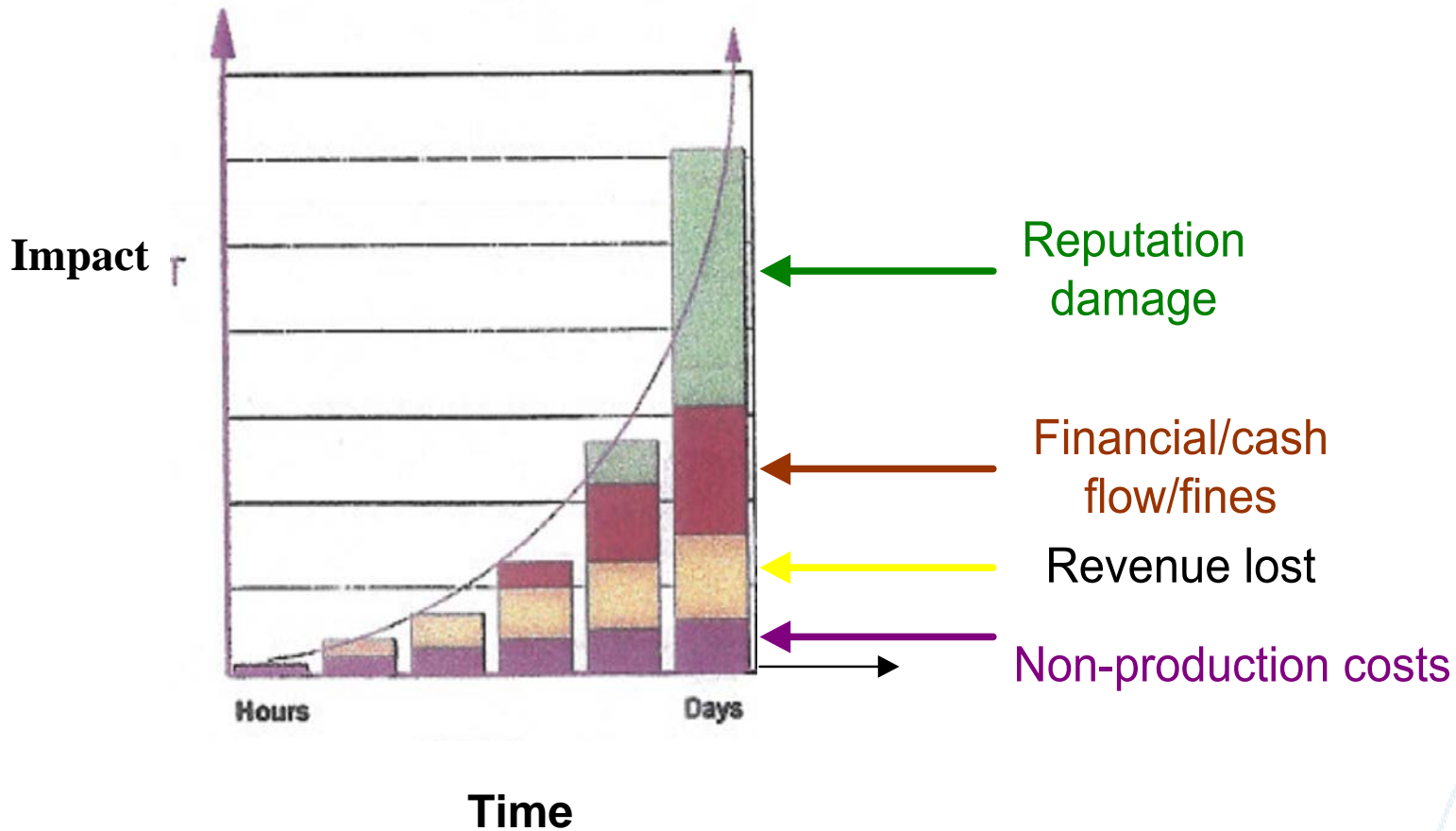
# Swine Flu in NI – Latest Update

- Weekly GP consultations up 37% to 222 / 100,000 of population
  - 119 swine flu detections last week (up 59%)
  - Total confirmed cases to date: 565
  - Total number of deaths to date: 4
  - Vaccination programme commences 21<sup>st</sup> Oct – frontline health staff first, then at risk groups.
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# Business Continuity - Overview



# Impact of disruption



# Key Steps to BCM

- Commitment from Board Level
- Business Impact Analysis (BIA)
- Possible Business Recovery Strategies
- Instigate Business Recovery Teams
- Draft Plan including key steps to be taken
  - Reinstatement of locations, equipment, utilities
  - Communication with employees, emergency services, media, etc
- Exercise and Maintain the Plan.

# BCM - An Integrated Model

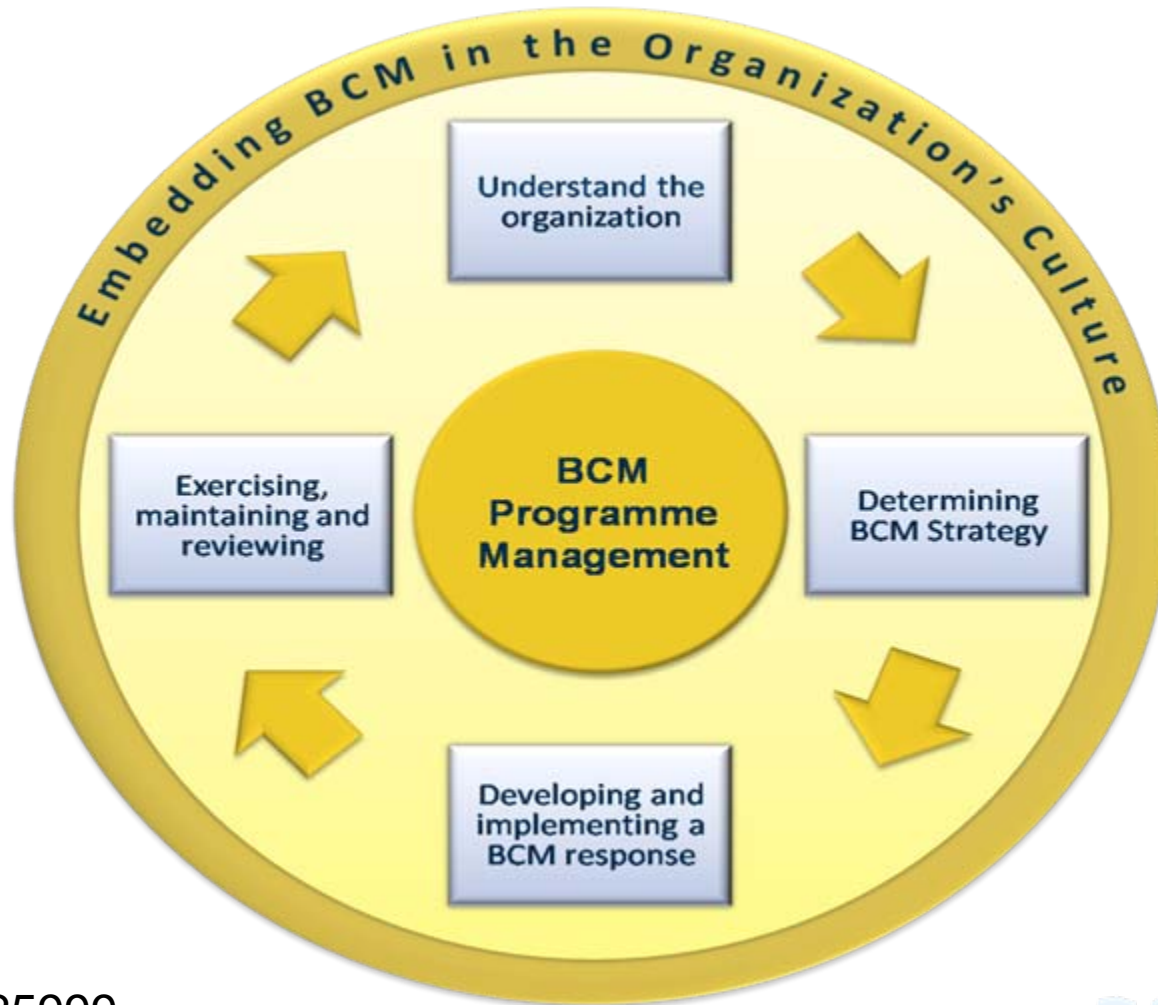


**We have this in place already.**

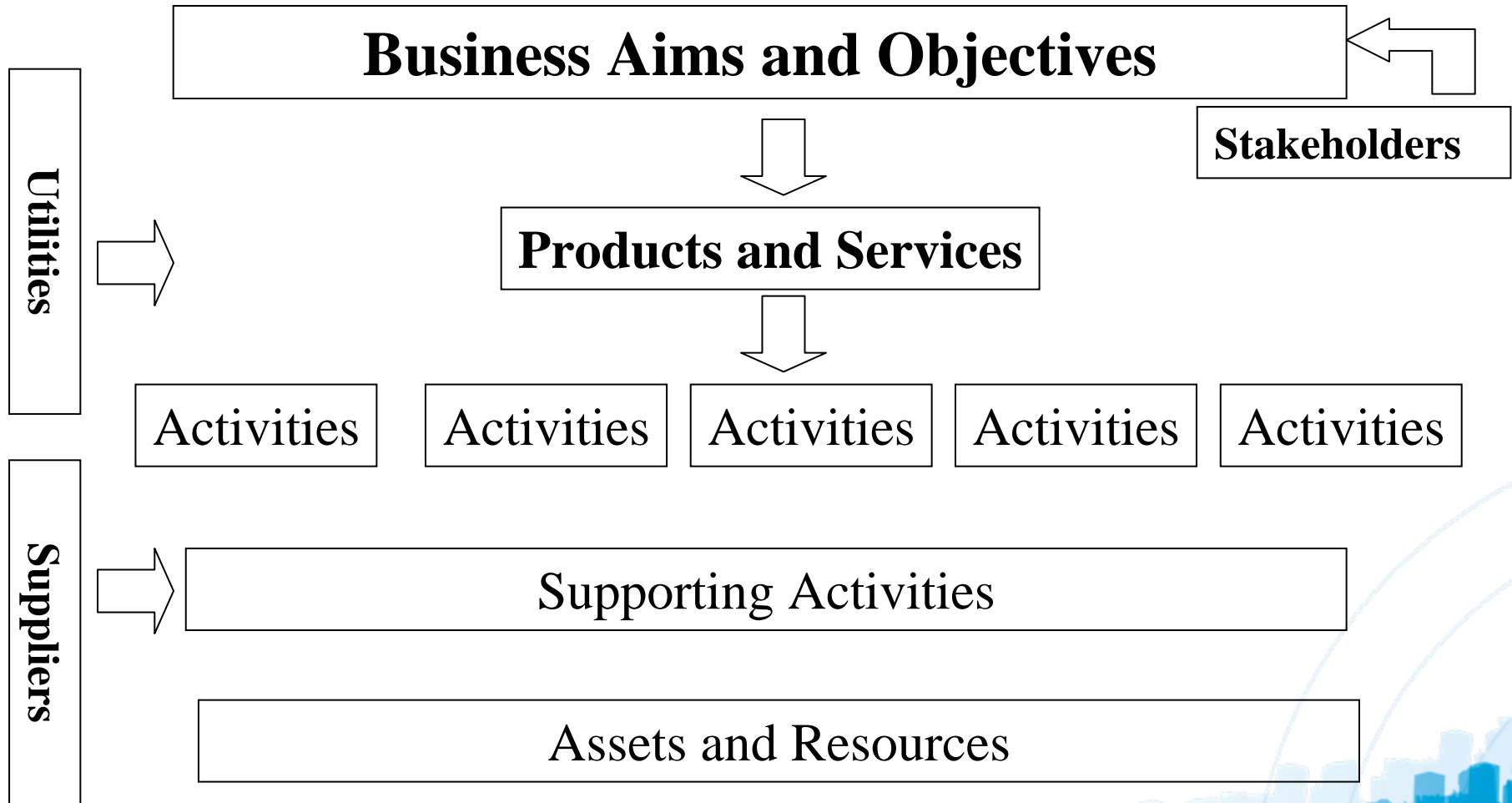
**That's why we buy insurance**

**We'll deal with it when it happens.**

# BCM Life Cycle

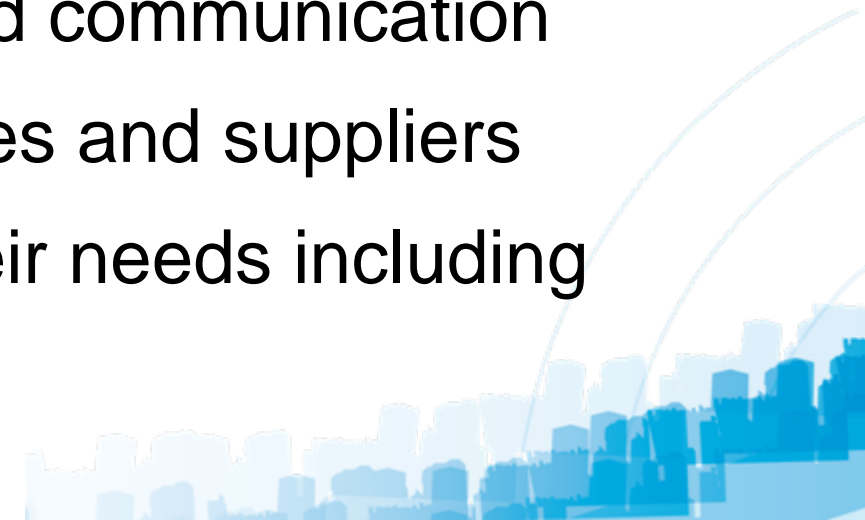


# Critical Business Functions




# Evaluate Resources

Critical activities are underpinned by the following resources:

- People – staff numbers, skills and knowledge
  - Premises – location and facilities, etc
  - Technology – including IT, plant and machinery
  - Information – provision and communication
  - Supplies – external services and suppliers
  - Stakeholders – identify their needs including customers
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# Business Recovery Strategies

- Do Nothing!
  - Prevention
  - Duplication/Redundancy
  - Hot/Warm/Cold Site
  - Temporary Services/Back up Utilities
  - Outsource Services
  - Write Crisis Management procedures
  - Increased Employee Training
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# Some Lucky Escapes.....!

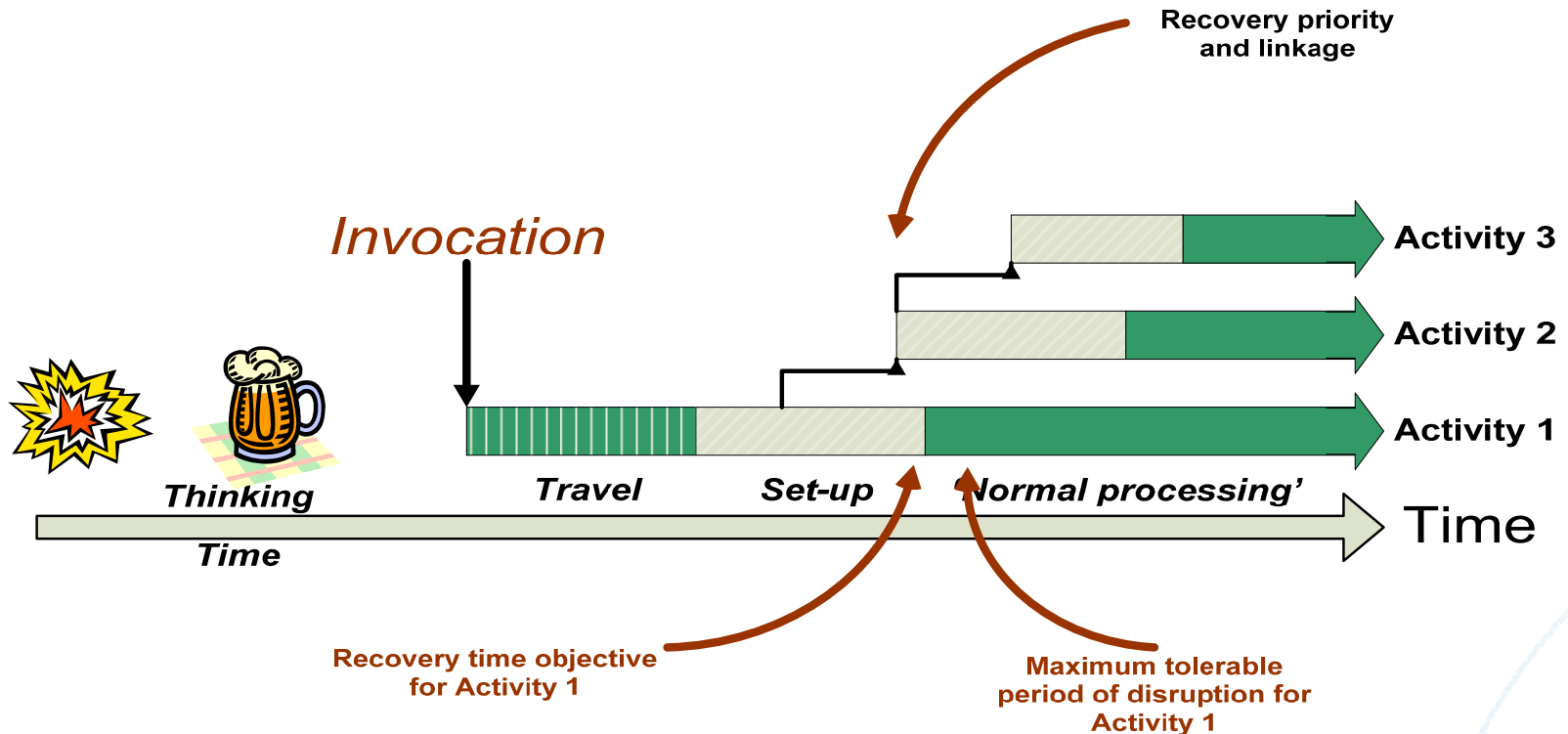
- back ups for key information?
- access to the site.
- lead time for critical equipment
- reliance on key personnel

Concentrate on single points of failure and loss of specific asset, not cause of loss.



# Resumption strategy – The Big Decision?

*Move, Stay PUT OR WAIT? – how long have we got?*



# Supply Chain Management

## Problem

JIT => JTL (just too little!)

Multiple levels of subcontract

Inventory pressures

## Solutions

Dual sourcing

Safety stocks

Resilient Inventory Management

Supplier Relationship Management

Checking supplier's BC plans

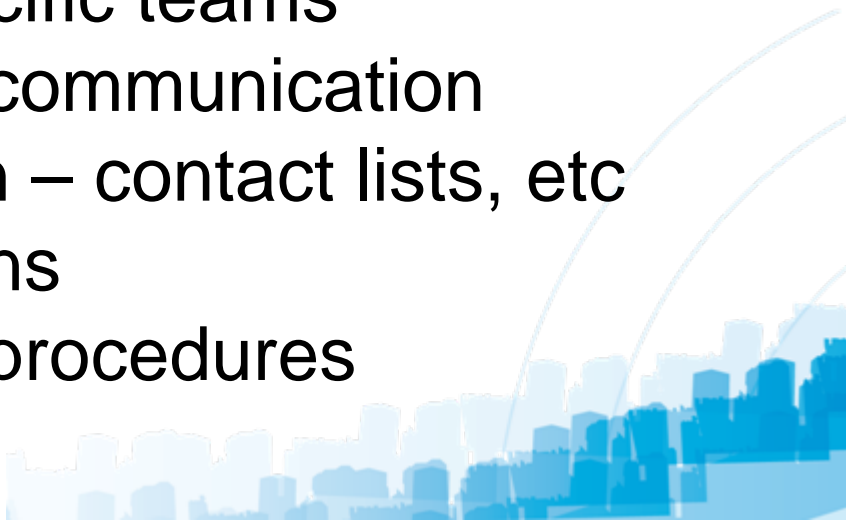
Pre-approvals of additional suppliers

*There is 6 hours of stock of BMW engines imported from Brazil*




# BCP – Typical Contents

Plans will vary according to the issues identified within the BIA, but sample contents may include:

- introduction – invocation, scope and definitions
  - BIA findings and business recovery strategies
  - defined roles and responsibilities
  - action to be taken by specific teams
  - media management and communication
  - appendices of information – contact lists, etc
  - departmental specific plans
  - audit, review and testing procedures
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# Pandemic Contingency Plan – Typical Contents

- Same as BCP template
  - Background – phases of pandemic
  - Planning Assumptions
  - Maintaining priority functions
  - Different ways of working
  - Reducing the risks of spread in the workplace
  - Communications
  - Pandemic Control Spreadsheet
  - Action plans for stages in pandemic
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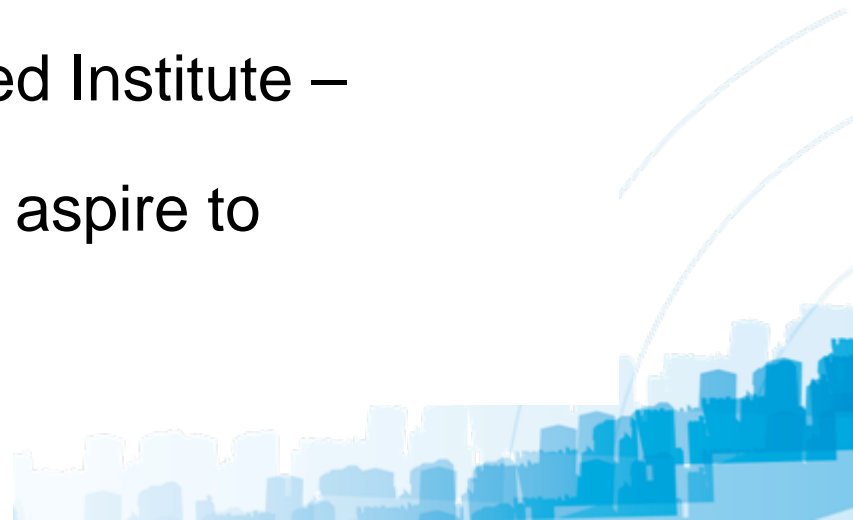
# BCP - Exercising and Maintenance

Each Plan must be regularly reviewed and exercises undertaken to ensure it remains valid, and it works!

- Reviews should be undertaken at least quarterly.
- Audits should be undertaken at least annually.
- Exercises should be undertaken in accordance with the detail of the Plan itself:
  - Desktop
  - Simulated exercises
  - Coordinated scenarios

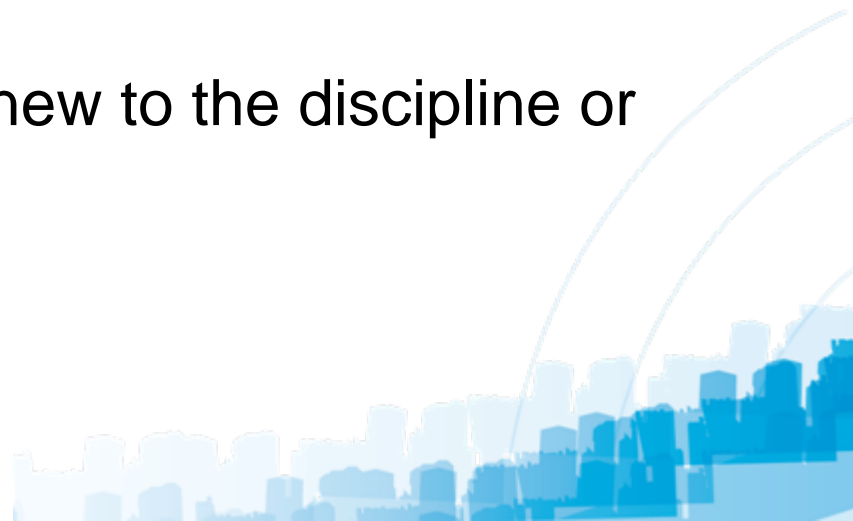
# The Business Continuity Institute

- Founded in 1994 – support for individual members
- Currently 4700+ individual members in 85 countries
- Provides an international certification scheme – based on recognised Standards of Competence
- Respected, eminent, established Institute – MBCI is the “Gold Standard” to aspire to

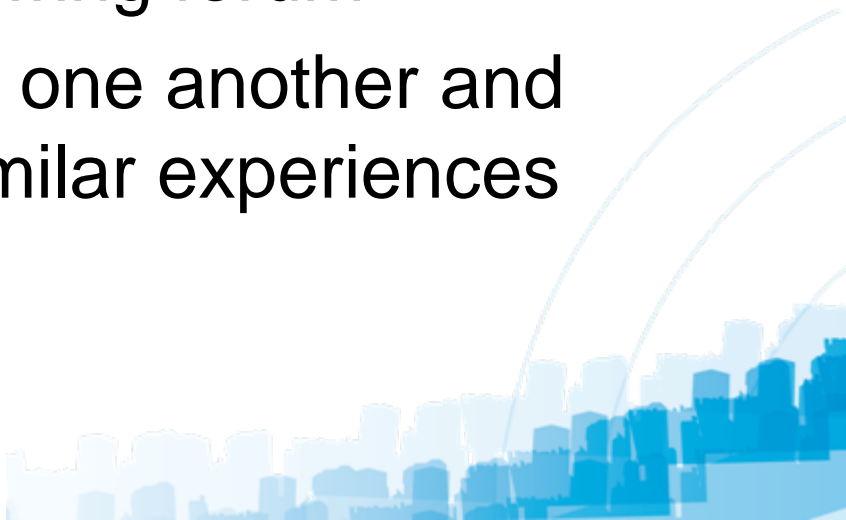


# The Business Continuity Institute

- Range of products and services for members –  
Continuity magazine, Forums, BCI Benchmark,  
Discounts on conferences, Workshops & reports etc
- Professional membership recognises *experienced*  
practitioners
- Affiliate membership for those new to the discipline or  
working in associated areas



# NI BCI Forum

- Established in January 2008 with 8 members
  - Quarterly meetings with guest speakers from public and private sectors
  - Executive Committee elected
  - Increase in membership to 30 from both public and private sectors – a growing forum
  - Opportunities to learn from one another and engage with others with similar experiences
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## NI Forum Executive Committee

- Chair – Pauline Wilson MBCI
- Secretary – Alan Elwood MBCI
- Membership – Geoff Somerville MBCI
- Marketing – Conor Wilson MBCI




# Summary

Whilst BCM may be considered costly or time consuming, the benefits massively outweigh the costs

Plans do not have to be excessively long and detailed documents

Key stages are the initial BIA, outlining action to be taken within the Plan, and regular review and exercising.

Ask yourselves four simple questions:

1. What do we need to do?
  2. How long can we survive NOT doing it?
  3. What resources and equipment do we use?
  4. ARE WE PREPARED?
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# Useful sources of information

- [www.thebci.org.uk](http://www.thebci.org.uk) – Good Practice Guidelines, free to download
- [www.nidirect.gov.uk](http://www.nidirect.gov.uk)
- [www.nibusinessinfo.co.uk](http://www.nibusinessinfo.co.uk)
- [www.bsigroup.co.uk](http://www.bsigroup.co.uk)



## HOW TO AVOID PANIC...



# **NISG Business Continuity Management Seminar**

**Thank You for your time  
– Any Questions?**

