



Advice and Assistance Comhairle is Cuideachadh

For more detailed information about getting started on your Business Continuity Plan refer to the Business Gateway website:

www.bgateway.com

Alternatively you can contact The Highland Council who will provide you with informal Business Continuity advice and information:

The Highland Council, Emergency Planning Unit

Email: epu@highland.gov.uk

Tel: 01463 713479



Useful websites for Business Continuity Guidance Làraich-lìn fheumail airson lùl Leantanas Gnothachais

Business Gateway - A host of valuable business continuity information for you to use. Go to: www.bgateway.com and go to "Grow your business", then click on "Managing risk".

AXA UK - A very useful and easy to understand business continuity guide for small businesses.

Go to: www.axa.co.uk then search the site for "business continuity". The guide also contains a link to ROBUST (see below).

Directgov - General guidance on business continuity issues and contains a business continuity toolkit for you to use.

Go to: www.direct.gov.uk/en/index.htm then click on "Home & community", then search for "business continuity", then click on "General business continuity advice", then select the management toolkit.

London Prepared - This site provides helpful and very user-friendly advice on business continuity for a range of different business sizes. It also contains a quick on-line self-assessment for you to complete to see how prepared you are right now! Go to: www.londonprepared.gov.uk/businesscontinuity and click on the link to the self-assessment "quick online assessment". This particular site also provides access to a wealth of business continuity advice and information.

ROBUST (Resilient Business Software Toolkit) - Free software for you to download and use to prepare your Business Continuity Plan.

Go to: <https://robust.riscauthority.co.uk> and select the toolkit for downloading.

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Photographs by Ewen Weatherspoon & The Highland Council.

 **business gateway**
slighe gnothachais

Are you prepared?



A bheil sibh deasaichte?



5 minutes spent reading this may help save your business.



The Highland Council
Comhairle na Gàidhealtachd

Business Continuity Advice for businesses and the voluntary sector.



Don't risk your business



Why plan for a crisis? Carson a bu chòir dealbhadh airson cùis-èiginn?

Major disruptive events do happen routinely in the Highlands.

Here are a few:

- The fuel crisis and fuel shortages in 2000.
- Foot and Mouth Disease outbreak in 2001.
- Severe storms, flooding and widespread loss of communications in 2005.
- Major flooding across north Scotland in 2006.
- Grangemouth refinery strikes in 2008.
- Severe winter weather in 2009/10 and 2010/11.



Business Continuity Planning Dealbhadh Leantanas Gnothachais

Business Continuity is about having a plan in place to make sure that your business can operate in the event of an emergency and that it recovers in the quickest possible time.

Without effective planning, a natural or man-made disaster such as:

- Floods and storms;
- Power or other utility failure;
- Fire or terrorist threat;
- Computer or telecommunications failure;
- Loss of premises or key personnel;

...could result in one of the following:

- A complete failure of your business;
- Loss of customers and/or reputation;
- Financial, legal and regulatory penalties;
- Human resource issues; or
- An impact on insurance payments or premiums.



Business Continuity Planning is a process that can be applied to any business, small or large, that will help manage the risks that threaten its survival. The main elements of this simple process are shown opposite.



Developing your Business Continuity Plan A' Leasachadh ur Plana Leantanas Gnothachais

1. Know your business

- What is your core business; what do you produce or what service do you provide?
- What key staff and systems are necessary for the delivery of that service?

There are many sources of information to assist you and a selection of useful sites is at the back of this leaflet, including a 10 minute self-assessment checklist for businesses so you can quickly find out how prepared you are right now.

2. Assess the risks

- What can go wrong?
- Decide what the risks are. Think about how likely it is that the risks you have identified will happen and how it will affect your business if they do.
- How will this affect the delivery of your product or service?

3. Draw-up your plan

- You can produce a simple plan by listing the actions you need to take to enable you to continue your services if there is a problem.
- The London Prepared website (see overleaf) offers a 5-step guide to business continuity planning which can be tailored to the number of employees you have.

4. Test and maintain your plan

- Your plan is only as good as the people who are responsible for it, so make sure they know what to do in the event of an incident disrupting your business.
- Keep checking and updating your plan and monitor your progress using the self-assessment checklist in section 1.