



Fire at Buncefield Fuel Depot in Hemel Hempstead  
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## Do you need a business continuity plan?

We all hope never to be affected by a major incident or disaster; equally, we all hope that, if one does occur, someone somewhere will know what to do.

This is where business continuity planning (BCP) comes in. Its purpose is to ensure we are all able to respond sensibly, both as individuals and as an organisation.

Some facts:

- At 11.20am on 15 June 1996, a terrorist bomb exploded in the heart of Manchester city. Some 650 businesses were affected including hotels and housing.
- Up to 90% of businesses that lose data caused by a disruption or disaster are forced to close down within two years.
- Approximately 80% of businesses affected by a major disruption/incident close within 18 months.

## What can the KCC Business Continuity Team do for you?

Under the Civil Contingency Act 2004, KCC must provide free generic advice and assistance on business continuity management to commercial or voluntary organisations in the event of a disruption or emergency. Charges may apply for business specific advice and assistance.

**Emergency Planning Group**  
**Invicta House**  
**Maidstone**  
**ME14 1XX**

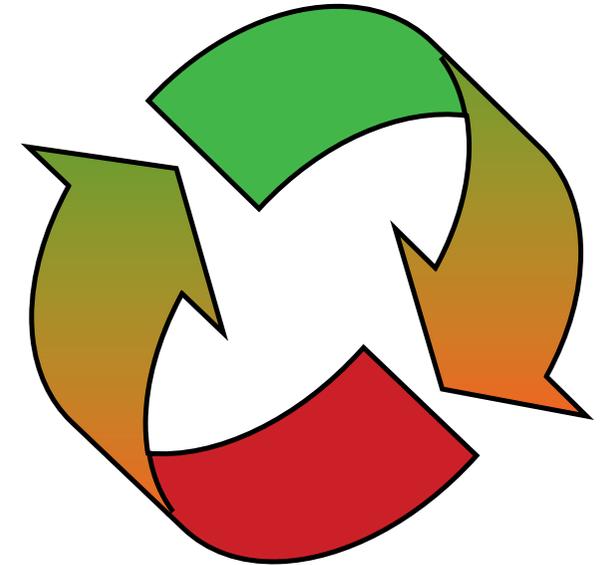
Phone **01622 696 869**  
**01622 691 974**  
**01622 694 806**

Or visit: **[www.kent.gov.uk](http://www.kent.gov.uk)**

Dartford Borough Council can provide locally based advice to assist. Contact Ken Follett:

Phone **01322 343255**  
E-mail **[ken.follett@dartford.gov.uk](mailto:ken.follett@dartford.gov.uk)**

# Business Continuity



**Information for businesses and voluntary organisations in Kent, helping them make essential decisions for Business Continuity Management.**



## What is Business Continuity Management (BCM)?

BCM helps minimise risks to an organisation or delivery of its services in the event of a disruption. A disruption could be external to the organisation, for example, severe weather, fire, or terrorism, or it could be internal, for example systems failure or loss of key staff.

BCM provides the framework for improving an organisation's resilience. It examines the critical processes and the resources used in the operation of the business. And its purpose is to restore key business systems and processes within agreed timeframes.

Managing risks to enable normal continuation of business is not only wise, but also its good effective management.

BCM should cover:

- **People** – roles and responsibilities, awareness and education.
- **Programme** – proactively managing the process.
- **Processes** – all organisational processes, including information technology (ICT).
- **Premises** – buildings and facilities.
- **Providers** – supply chain, including outsourcing.
- **Profile** – brand, image and reputation.
- **Performance** – benchmarking, evaluation and audit.

## BCM model

The Business Continuity Institute (BCI) has developed a widely accepted five-stage model used across public, private and voluntary sectors.

The five-stage process is outlined as follows:

### 1. Understanding your business

Business impact and risk assessment tools are used to identify the critical services and processes in your business. The tools help you assess the risks and priorities, and consider your organisations reputation as well as business interruptions.

### 2. BCM Strategies

This stage helps you determine and prioritise the options available to mitigate loss.

### 3. Developing the response

Improving the risk profile through improvements to operational procedures and practices, implementing alternative business strategies and building business continuity plans (BCP).

### 4. Establishing the continuity culture

Through education and awareness ensuring all stakeholders, including employees, customers, suppliers and shareholders are better prepared to cope in the event of disruption.

### 5. Exercising and plan maintenance

Ongoing plan testing, audit and change management of the BCP and its processes ensures your organisation stays prepared.