

Wilkins Safety Group

Weekly Update Newsletter



Welcome to this issue - Friday 18th February 2011 - of our Update Newsletter

Please feel free to forward this newsletter to colleagues and friends.

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Business Continuity Planning Risk Mitigation

The Health & Safety culture within your workplace should also consider the Risk Mitigation plan you have in place for handling situations that might arise. So this week we are giving you some ideas about the things you should consider in your '**Business Continuity Planning Risk Mitigation**'.

Assess the risks:

Just as assessing the risk of potential hazards that could cause harm to people, you need to assess the risks in terms of impact and likelihood of a hazard affecting your business. By assessing your risks you will be able to prioritise your risk reduction activities.

There are a number of hazards that could affect your business including: fire, explosion, flood, extreme weather, theft, IT failure, utility failure, transport accident, loss of premises, staffing issues etc.



Ask yourself the following questions:

Fire

- Have you completed a fire risk assessment?
- Are there fire doors (closed)?
- Are flammable materials in a secure store?
- Is fire fighting equipment available?
- Are employees trained to use fire fighting equipment?
- Is equipment such as welding/cutting equipment used in safe areas by trained personnel?

- Is gas stored in a secure area outside?
- Are electrical circuits checked and safe?
- Is electrical equipment tested regularly and checked by users prior to use?
- Ensure electric supplies are not overloaded?

Explosion

- Is gas equipment installed by CORGI/Gas Safety qualified engineer and tested annually?
- Are chemicals stored and used according to manufacturers' instructions?
- Are employees aware of procedures for bomb threats?
- Does your emergency action cover bomb threats as well as fire and flood?

Flood

- Is your business located close to water?
- What is the risk of flooding?
- If flooding potential is high what is done to mitigate?
- Is your electric mains board above flood level?
- Are there separate electric supplies (above/below flood level)?
- Is critical electrical equipment above flood level? E.g. computer server, computers and telephone lines.
- Are toilets and drains working?
- In flooded areas is there likely to be contamination of oil, fuel, chemical etc?

Theft

- Is business secure outside of normal working hours?
- Is there a risk of robbery/theft of valuable goods?
- Are staff at risk of possible harm from intruders?
- Has electric wiring been damaged?
- Is there a risk from broken glass or equipment?
- Are valuables stored securely?



IT failure

- Do you backup all data regularly in the event of your system going down?
- Could you continue in business without your IT system?
- Do you have backup equipment available at different premises?
- Do you store the following outside of your main premises?
- Customer and supplier contact details
- Service/maintenance contacts and contract numbers
- Insurance details
- Information regarding work in progress
- Costing

Utility failure

- Could you continue if there was a serious breakdown of gas, electricity or telephone supply?
- How would such a breakdown affect your business?
- Do you rely on telephone sales?
- Do you rely on electricity to operate cash registers?

Transport accident

- If an employee is involved in a road traffic accident and the vehicle is out of action for repair could you continue your business?
- Do you have backup vehicles available?

Loss of premises

- Would you be able to operate if your premises were damaged by one of the above?
- What resources would you need to obtain to operate?

- Do you have a plan for using other premises?
- Could you effectively re-locate at short notice?
- What would the effect be on your services?
- Consider the effects of the first 24 hours, 24-48 hours, up to one week, up to 2 weeks, longer.

Staffing issues

- Would you be able to maintain your staffing levels during an emergency?
- Are employees trained to cope with any of the above?
- Could you afford to pay staff to be at home while the premises are rebuilt?
- Would you need all your staff to help with the rebuilding of the business?
- How likely is it that any of the above could affect your business?

Consider the hazard impact:

- What physical disruption may cause?
- What would the financial implications be?
- What people would be affected? (staff, clients, partners, directors, public)
- E.g. FLOODING - Loss of access and utilities, water damage, cost of damage and or fines for pollution, people working on the ground floor, customers and suppliers.

Do you have mitigation in place?

- What do you currently do that prevents or reduces the likelihood and/or impact of the hazard on your business?
- E.g. FLOODING - Monitor flood warnings, insurance to cover damage to equipment and premises.

Is mitigation possible?

- What additional actions do you need to consider to prevent or reduce the likelihood or the impact of the hazard on your business?
- E.g. FLOODING - relocate premises to higher ground, floodgates/sandbags stored ready for use.

Prepare a hazard analysis table as this will form a part of your Business Continuity Plan:

| Hazard | Impact | Mitigation in place | Mitigation possible | Risk level (high, medium or low likelihood and impact) |
|-----------------|--------------------------------------|--|--|--|
| Fire | Loss of premises Loss of business | Fire assessment identifies fire hazards and controls the risks. | Automatic fire doors and alarms installed. | Low - likelihood High - impact |
| Explosion | Loss of premises Loss of business | As above. Gas bottles stored outside away from building. Chemicals stored in bunded metal cupboard. | Write procedure for bomb threats. | Low - likelihood High - impact |
| Flood | Could be damage to utilities | Not in a flood area, not on ground floor of building. | Utilities landlords' responsibility. | Low - likelihood High - impact |
| Theft | | | | |
| IT failure | | | | |
| Utility Failure | | | | |
| Transport | | | | |

| | | | | |
|----------|--|--|--|--|
| | | | | |
| Premises | | | | |
| Staff | | | | |

Business impact analysis:

Critical function:

- In your plan you will need to consider what the critical functions/activities are for your business - without which it would cease to operate.
- E.g. staff wages, call centre, IT department, sales, goods in, manufacture, distribution.

Effect on services:

- Consider the importance of the function on the survival of your business (percentage of income or work load, how critical the function is to other functions and how quickly each function must be re-established).

For each of the time spans, consider what the effect of the loss of the critical function will be. For example disruption to sales due to loss of utilities including phones and electricity:

First 24 hours:

- Lack of communication

24 - 48 hours:

- Lack of sales
- Company reputation damaged

Up to one week:

- Financial implications of loss of orders

Up to 2 weeks and above:

- Loss of customers to competitors
- Temporary or permanent reduction in staff numbers.

Resources required for recovery:

- List what resources are required for each time span e.g. computers (hardware and software); vehicles; service/maintenance contacts and contract numbers; insurance details; costing; work in progress.

Number of staff:

- All staff will probably be needed immediately after the emergency, to be able to inform them of what has happened and what is required of them.
- For each time span detail how many and what staff are required.

Relocation:

- Could staff continue working elsewhere e.g. temporary premises; working from home; in a branch office; mutual aid with another organisation?

Data required:

- List what data is essential to the delivery of your services/critical functions e.g. customer contact details; supplier contacts; service/maintenance contacts and contract numbers; insurance details; costing; work in progress.

The above will assist you to prioritise what function or service you need to reinstate first during an emergency. If you require any assistance with ensuring you have the information in place, just drop a quick email to info@jonwilkins.co.uk or call 01458 253682

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MANAGEMENT TRAINING

Training /CPD Certificate issued

This one day course addresses the requirements under the 'Health & Safety at Work act 1974' and the 'Management of Health & Safety at Work Regulations 1999' to ensure all organisations are complying with legislation. The course will address the legal requirement of the Employer and the responsibilities necessary to ensure your compliance in the workplace and on site

Course Outline

- Legal framework and legislation (Criminal and civil liabilities)
- Roles and responsibilities of Directors and the senior management team
- Health and safety management (Inc. HS G 65)
- Introduction to risk management
- Accident / incident prevention and investigation
- Enforcement and insurance companies
- Active and reactive monitoring at board level



Benefits of Attending

- At the end of the seminar participants should have a clearer understanding of their responsibilities. Delegates will receive a certificate of attendance
- Delegates will receive a Health & Safety Directors Guide, HSG65, and a copy of the Management Regulations 1999

Course Duration:

1 day

Location:

| COURSE REF | DATE(s) | LOCATION |
|------------|--------------------------------------|---|
| SME 1101 | Thursday 10 th March 2011 | Cleve Hotel, Wellington, Somerset TA21 8SN |

Fee:

£150 to include Course notes, mid-morning & afternoon refreshments, a 2 course lunch and a Certificate of Training

(Fees subject to VAT)

Space is limited with a maximum of twelve attendees, so please book your place now by emailing **Jon Wilkins** on jon@jonwilkins.co.uk

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If you would like to discuss any of the issues highlighted in this newsletter, then drop an email to Jon on jon@jonwilkins.co.uk or call the office 01458 253682



Your Business is Safer
Your Business is Safer in Our Hands