

**Notes From The First Suffolk Resilience Business Continuity Meeting
20th November, Suffolk County Council**

Exercise 1. What topics and issues the forum should cover

Group 1. Front Left

- Rules of engagement between businesses and emergency services, e.g. getting through cordons.
- Understanding the Civil Contingencies Act.
- Flood warnings.
- Training and workshops for “starting from scratch”.
- Recovery, role suppliers or recovery services, e.g. boarding up and drying out.
- Role of the media, getting the balance, preventing panic.
- Communication failure, good practice and methods.

Group 2. Back Left

- Suffolk multi agency response and preparedness (community risk register).
- Business impact analysis, learning and training provision.
- Register of shared resources and contacts.
- Media communication and brand protection.
- Delivery of practical exercises.

Group 3. Back Right

- Communications; nerve centre, telephony, Media/reputation.
- Resources available; local/fall back, communal/mutual aid.
- IT data/paper records.
- Training and exercises.

Group 4. Middle Right

- Preparing for and managing power outages. What to expect from the utility suppliers and private companies that supply items in a power emergency (heaters, generators etc), How to build in resilience (advice from EDF). Writing a BCP for Loss of Power
- Preparing against terrorist threats. What do others have for bomb threat? What are the risk levels of an attack in Suffolk (are we under or over preparing). Are businesses looking at the same alternative accommodation? Will there be an unseemly grab for the same premises and can this be managed in advance.
- Identify Short term cold standby facilities for small businesses. Mentioned by the Business Link person. More of a service than a discussion topic but as above.
- Incident Management
- Available resources, who can lend what
- Sharing best practice for developing BCPs
- A library of case studies on the web from people who ‘lived through’ an incident
- Community risks and risk analysis
- Understanding weather and flood warnings
- Transport of people into work. Planning around disruption.



Group 5. Front Right

- Dangers around your local area, a register to give confidence.
- People to operate a business due to illness, extreme weather, petrol shortage or road closures.
- Other supplies, electricity, water, commodities.
- Information on incidents/threats, receiving and sharing.

Exercise 2. How the forum should tackle topics and issues

Group 1. Front Left

- Workshops, events with speakers, something every 2 months, rotated venues.
- Online calendar to organise events, people can pick and choose.
- Annual AGM/Conference.

Group 2. Back Left

- 6 monthly meeting of this format, hosted by member, with tour if possible.
- 6 monthly practical/training sessions or an exercise.
- Keep website up-to-date, use it to promote the forum.
- Large businesses could act as champions for SMEs.
- Sending something out with business rates bill, e.g. fridge magnet.

Group 3. Back Right

- Meeting with workshop, possible annual seminar.
- Bimonthly workshops with speakers who have experienced an incident.
- Train the trainer.
- Initial seminar to chief executives to get buy-in (by SCC or another business who have experienced an incident).
- Paper simulation exercises.

Group 4. Middle Right

- Workshops, e.g. starting a Continuity plan including examples, also a risk assessment workshops.
- Newsletter – short and punchy.
- Exercises – locally involving people in the community.
- Conference – guest speakers on various topics for writing BCPs (H&S, police, IT, energy providers).
- Website – Directory.
- Use of voluntary services.
- Forum to meet twice/year, incl. 10 min presentation to share best practice.

Group 5. Front Right

- Members only web site (if paying to join)
- Newsletters (paper) make use of existing business newsletters
- Email but for information only, not newsletters, these should be on the web site
- Interactive classroom training
- Presentations for such things as case studies



Exercise 3. How the forum should be managed

Group 1. Front Left

- Loose, nothing too rigid, flexible, self funded.
- An AGM where attendees pay.
- SCC to coordinate.

Group 2. Back Left

- Open membership, but with registration, no qualification required.
- JEPU to maintain registration.
- A chair and a steering group.
- Meetings across the county at various locations (member's offices).
- Training costs at competitive rates.
- Terms Of Reference for the group – important.

Group 3. Back Right

- Ensure feedback from meetings guide requirements so it guarantees you get what you want.
- Possible membership based, possible pay for membership, possible charge for services according to size of business (so don't alienate small ones).
- Run by and underwritten by county (members do not have time as BC is an add-on).
- Need constitution/rules if members pay, statement of what you get for your money.
- Chamber Of Commerce could be point of publicity for what's on.
- Open membership, but structured.

Group 4. Middle Right

- Open to anyone in Suffolk.
- Charge for specific training, workshops, lunches.
- Run by JEPU.
- No need for a constitution, mission statement would be enough.

Group 5. Front Right

Consensus was that it would be difficult to justify charging membership at the moment when the people present were being asked to contribute rather than gain benefit. They would consider paying for membership later on if and when the benefits could be established.

Other suggestions

- Present to CEOs of businesses to get buy in. Similar event was held at Willis and attendance was good.
- Present via Suffolk Chamber