



Business Continuity in Suffolk

Your quick guide to business continuity

What is it?

Business Continuity is the process that an organisation puts into place to ensure that the essential activities can continue during a disaster and get back to a normal level of operation as quickly as possible.

Why do it?

Three very good reasons why your business should have a plan ...

1. 80% of businesses affected by a major incident close within 18 months.
(DTI survey)
2. 90% of businesses that lose data from a disaster are forced to shut within 2 years.
(London Chamber of Commerce & Industry)
3. 58% of UK organisations were disrupted by 9/11. One in eight was seriously affected.
(London Chamber of Commerce & Industry)

Having a tried and tested plan in place will help protect your business against the impacts of a natural or man made disaster, such as: -

- Fire.
- Loss of key personnel.
- Loss or denial of access to your premises.
- Floods and severe weather.
- Computer failure or loss of data.
- Fuel crisis.
- Bomb threat.
- Loss of utilities (e.g. power, water, gas or telephones).
- Failure of critical suppliers.

Any of these could result in any one or more of the following: -

- A complete failure of your business.
- Loss of income.
- Loss of reputation.
- Loss of customers.
- Staff or recruitment problems.
- Higher insurance payments.

Therefore it is just as important that small companies, large corporations or voluntary organisations, ensure that in the event of a disruption to normal business, critical services are maintained to a minimum acceptable level and employees understand what is expected of them. This is to ensure that the business survives the disruption and that an organised and effective 'return to normality' is conducted.



How do I do it?

The key parts of the business continuity process are:-

- Analyse your organisation, e.g. identify the key activities and what supports those activities (staff, equipment, suppliers).
- Identify the potential threats (i.e. how likely they are to happen and what impact they would have on your organisation).
- Draw up a plan to protect your organisation.
- Involve your staff and test the plan.

These are the sort of things that could go in your business continuity plan:-

- Calling another organisation for mutual help.
- Moving to another part of the building or another location.
- Contacting staff, suppliers and customers to tell them it's "Business As Usual".
- Finding alternative suppliers.

Where do I start?

Go to the [Step-By-Step Guide](#)