

# Business Continuity In Suffolk

## Step 1. Analyse Your Organisation

In order to develop a Business Continuity Plan you need to have a thorough understanding of your organisation. This involves:-

- knowing your critical activities, the effect of those activities being disrupted and the priority for recovery of those activities; and
- knowing what events could disrupt your critical activities and lead to a failure of your organisation.

This process is known as a Business Impact Analysis, a [template](#) is provided.

Examples of Critical Activities are:-

- sales
- goods in
- manufacturing
- distribution
- marketing
- staff wages
- taking calls
- it



You should consider the impact of each critical activity on the survival of your organisation and how quickly each activity must be re-established. Typical categories of impact are: Low, Medium, High and Catastrophic. Typical time spans for re-establishing activities are: 24 hours, 2 – 3 days, up to 1 week, 1 – 2 weeks and more than 2 weeks.

For example, disruption to the sales activity could have a high or catastrophic impact as follows:-

First 24 hrs

- Unhappy customers

2 – 3 days

- Loss of customers to competitors
- Cash flow problems

Up to one week

- Unable to pay staff and/or suppliers

1 – 2 weeks

- Write-off of unsold stock

Over 2 weeks

- Serious financial problems
- Loss of reputation



We recommend that having done this exercise, you list your critical activities in priority order. A matrix is provided in the template for this.

For each critical activity, you should now list the resources required for recovery, such as: -

- the number of staff needed and any particular individuals or skills or knowledge
- the amount of building space required for the operation
- any particular building that your critical activities could be relocated to
- any particular plant, equipment and materials required
- any particular information, data or it required
- key external organisations you may depend on such as suppliers