



## Preparation and Planning

We provide strategies, tools and resources to help you prepare for a business interruption – whether it is caused by fire, water, theft, security breach or anything else. Our business continuity plan and guide will help you create a policy to prepare for various emergencies. In the event that something does occur, you will know how to spring into action to reduce your losses.

## Reducing Your Risks

Our tools can help you analyse where your business is most vulnerable during an emergency. Then, we can help you reduce risks and advance safety.

## Emergency Training

It is your job to protect your employees during an emergency, and we have the resources to help you do it safely.

## And Much More

We understand the risks you face in the workplace and have the experience and expertise to ensure that all of your risks are properly covered. We will work with you to develop a comprehensive, bespoke policy based on your individual needs. Let us show you how to get more value from your broker!



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## Sample Documents

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# BUSINESS CONTINUITY PLANNING

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## Guide to Developing the Plan

### *DISCLAIMER*

The materials presented herein are for general reference only. It does not address all potential compliance issues within the United Kingdom or any regulatory agency standards. Individual circumstances may require the addition of policies, amendment of individual policies and/or the entire plan to meet specific situations. These materials are intended to be used only as guides and should not be used, adopted, or modified without competent legal advice or legal opinion. These materials are presented, therefore, with the understanding that the company is not engaged in rendering legal, accounting, or other professional service. If legal advice or other expert assistance is required, the services of a competent professional should be sought.

Provided by: R K Henshall

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## PLAN COMPONENTS

The following is guidance for developing your Business Continuity Plan. It includes the basic components of a Plan and outlines the steps in developing and implementing the Plan.

### *Executive Summary*

The executive summary gives management a brief overview of: the purpose of the plan; the facility's emergency management policy; authorities and responsibilities of key personnel; the types of emergencies that could occur; and where response operations will be managed.

### *Emergency Management Elements*

This section of the plan briefly describes your approach to the core elements of emergency management, which are:

- a. Direction and control
- b. Communications
- c. Life safety
- d. Property protection
- e. Community outreach
- f. Recovery and restoration
- g. Administration and logistics

These elements are the foundation for the emergency procedures that your facility will follow to protect personnel and equipment, and resume operations.

### *Emergency Response Procedures*

The procedures spell out how the facility will respond to emergencies. Whenever possible, develop them as a series of checklists that can be quickly accessed by senior management, department heads, response personnel and employees.

Determine what actions would be necessary to:

- a. Assess the situation;
- b. Protect employees, customers, visitors, equipment, vital records and other assets, particularly during the first three days; and
- c. Get the business back up and running.

Specific procedures might be needed for any number of situations such as bomb threats or tornadoes, and for such functions as:

- a. Warning employees and customers
- b. Communicating with personnel and community responders
- c. Conducting an evacuation and accounting for all persons in the facility
- d. Managing response activities
- e. Activating and operating an emergency operations centre
- f. Fighting fires
- g. Shutting down operations
- h. Protecting vital records
- i. Restoring operations



# BUSINESS CONTINUITY PLAN

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## PREFACE

The purpose of this plan is to define the recovery process developed to restore 's critical business functions in the event of disaster or interruption. The plan components detail 's procedures for responding to an emergency situation, which affects 's ability to deliver core services to our customers and our ability to meet investor, legal or regulatory requirements.

### Objectives of the Plan

- Facilitate timely recovery of core business functions
- Protect the well-being of our employees, their families and our customers
  - Minimise loss of revenue/customers
  - Maintain public image and reputation
  - Minimise loss of data
  - Minimise the critical decisions to be made in a time of crisis

The following business continuity plan and all related procedures are approved by the managing director and senior management of , effective the date signed below.

\_\_\_\_\_  
Name – Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name – Title

\_\_\_\_\_  
Date

## Improving Security and Disaster Response

Criminal activity and natural disasters are a danger that can strike at any time. To prepare for the unexpected, you should review your security and disaster readiness plans to help you minimise the impact of any potentially threatening situation.

Without prior planning, you leave your company open to financial disaster, especially if you are forced to close operations for a period of time. In addition, without a proper plan to cope with a disaster situation, your company may face legal actions from clients, suppliers or employees claiming negligence.

### Facility Security

It is important to take action before a disaster to assess your facility security and make improvements, if necessary. Though not all security threats can be avoided, some situations can be prevented with appropriate preparation.

- Advise management and employees to report any suspicious persons or activity in or around the facility.
- Establish and follow visitor control procedures such as mandatory sign-ins, name badges, escorts, orientation, etc.
- Survey locks, fences, exterior lights and other physical security devices to ensure that they are in place where needed and in proper operating condition. Establish a monthly inspection of your security perimeter and key protective features of your facility.

- Pay special attention to areas where you are storing explosive, flammable or toxic chemicals. These areas should be properly secured and inventoried, with limited hands-on contact of these materials when possible.
- Evaluate critical locations in your facility for proper security, including the electric, telephone and gas

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Without prior planning, you leave your company financially and legally vulnerable in the event of a security threat or disaster situation.

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units, building entrances, transformers, outside storage units and computer rooms.

- If your facility has a security/fire alarm system, be sure it is operating properly and that key personnel know how to arm/disarm it.
- Make sure that fire suppression systems are regularly inspected and maintained. Also be sure that a sufficient number of trusted personnel know how to activate, operate and shut them down.
- Closed Circuit Television can serve as an excellent crime deterrent, and when the system is equipped with a recorder it can help solve crimes.
- Review your procedures for issuing facility keys and access cards. At a minimum, keep lists of who

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### Provided by R K Henshall

The content of this Risk Insights is of general interest and is not intended to apply to specific circumstances. It does not purport to be a comprehensive analysis of all matters relevant to its subject matter. The content should not, therefore, be regarded as constituting legal advice and not be relied upon as such. In relation to any particular problem which they may have, readers are advised to seek specific advice. Further, the law may have changed since first publication and the reader is cautioned accordingly. © 2007-2010, 2012-2013 Zywave, Inc. All rights reserved.

# Improving Security and Disaster Response

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has been issued keys/cards and have a procedure for handling a situation when a troubled employee is terminated without returning them.

- Discuss security with your local police force. They are often very willing to provide information and support to businesses and industries.
- Have your local fire service conduct a pre-planned visit to your building. While there, they can identify potential hazards and plan fire suppression priorities.

## Disaster Response

- Be sure to discuss terrorism and applicable natural disaster cover with your R K Henshall representative.
- Keep copies of insurance policies and other critical documents in a safe and accessible location (e.g. a fireproof safe).
- Evaluate which disasters are most likely to occur in your area, remembering to include the possibility for terrorist activity. Be sure you are prepared for all of the risks you identify.
- Develop a Disaster Recovery or Business Continuity Plan. If you already have one make sure that it is up-to-date. This entails preparing for anything that disrupts your business operations and planning for a backup option. You may consider identifying backups for essential operations, supply chains, personnel, business functions, data processes and communication channels.
- Review your policy for off-site backup of EDP records. Ideally these records should be backed up and transmitted or sent off-site on a daily basis.
- Have telephone call lists available (include mobile phone and pager numbers) for all key personnel so required staff members can be contacted during non-working hours from any location. Review procedures for notifying employees that your facility is closed. Remind employees that they

should never attempt to enter areas that are closed by police or other emergency responders.

- Consider establishing an alternate method for your phone service if the switchboard becomes unusable (e.g. forwarding incoming calls to a mobile phone or remote number).
- Check available emergency supplies such as torches, batteries, emergency generators/fuel, patching materials such as plastic sheeting, duct tape, spare fire extinguishers, first aid kits, etc. If you anticipate that any personnel would stay at the facility during/following an emergency, consider stockpiling food and water for their use.



	A	B	C	D	E	F	G	H
1	TYPE OF EMERGENCY	Probability	Human Impact	Property Impact	Business Impact	Internal Resources	External Resources	Total
2		High 5 ←→ 1 Low	High Impact 5 ←→		1 Low Impact	Weak Resources 5 ←→	1 Strong Resources	
3								0
4								0
5								0
6								0
7								0
8								0
9								0
10								0
11								0
12								0
13							Overall Results	0
14			<i>The lower the score the better</i>					
15								
16								
17	Design @ 2012 Zywave Inc. All Rights Reserved.							
18								

	A	B	C	D	E	F	G	H	I	J	K	L	M
1		Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
2	Management Orientation - Review												
3	Employee Orientation												
4	Contractor Orientation												
5	Community - Media Orientation												
6	Management Tabletop Exercise												
7	Response Team Table-top Exercise												
8	Walk Through Drill												
9	Functional Drills												
10	Evacuation Drill												
11	Full Scale Exercise												
12													



# Safety Matters

Talking Points for

R K Henshall: Your workplace safety partner

## Fire Safety

Fires are a serious risk for businesses of all types. It's up to you to take the proper precautions to keep yourself, your co-workers and safe from fire hazards.

### Lower the Risks of Fire

There are some simple things you can do to prevent fires at :

- Always comply with regulations
- Obey "No Smoking" signs
- Dispose of cigarettes and matches in the proper receptacles after ensuring that they are completely extinguished
- Watch for frayed electrical cables and overloaded circuits
- Dispose of flammable wastes and scraps by placing them in metal containers.

### Combustible Storage

Always store combustible materials in a safe area. Fumes can travel a considerable distance and become ignited by a furnace, stove, electrical equipment or even a lit cigarette. If you need to dispose of flammable liquids, do not pour them down the drain. Educate yourself on the proper method of disposal.

If you have to burn waste paper, make sure it that doesn't contain explosive materials, such as aerosol or paint.

### Inspect Equipment Regularly

Proper maintenance procedures are important to fire safety. If you use electrical equipment or tools, inspect them regularly to make sure they are working correctly. Keep mechanical equipment properly lubricated to avoid excessive friction. Keep spark arrestors on exhaust systems.

### Preparing for a Fire

- Become familiar with the location and operation of fire-fighting equipment.
- Learn where fire extinguishers are located and what types of fires they are to be used on.
- Participate in periodic fire drills to practise fire-response procedures.
- Become familiar with the different types of alarms used in your workplace.
- Establish an employee meeting place.

### When a Fire Breaks Out

- If the fire alarm rings, always treat it as a true emergency unless you are told in advance that it is a drill. Just because you do not see smoke or flames does not mean that a fire is not present.
- Always use the stairs instead of the lift.
- If the room fills with smoke, stay low to the ground and get out as fast – but as safely – as you can.

Every day you're on the job, take note of potential fire hazards and report them immediately to your supervisor. Always put safety first!

**Fires can be deadly. Become familiar with fire safety practices and eliminate fire safety risks.**

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# Employee Emergency Preparedness Survey

is conducting an anonymous survey about our emergency preparedness. The intent of this survey is to gather information to evaluate our employees' ability to respond should an emergency or disaster occur. The results will help us determine what additional training may be necessary.

Your input is important to us. Please take a few moments to complete this survey and return to . Thank you!

- 
1. I know where the fire extinguishers are and have been trained to use them.  
Yes   
No
  2. If the building is evacuated, I know where to report.  
Yes   
No
  3. I know where to go in the event of a severe storm.  
Yes   
No
  4. I know how to respond in case of fire.  
Yes   
No
  5. I know what to do if there is a chemical spill.  
Yes   
No
  6. I know who to alert if an emergency occurs.  
Yes   
No
  7. I know the emergency exits in the building and how to determine which one to take.  
Yes   
No
  8. I know where emergency supplies are stored at work and/or in my vehicle.  
Yes   
No

I would like to receive training in:

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I would like to receive more information on:

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