



**Important Information**  
Please pass on to your Business Manager

Are you sure you have Business  
Continuity & Resilience covered?

**LET US HELP  
YOU**



## **Business Continuity & Resilience might not be as straightforward as you have thought – do you need to think a little harder?**

You might have believed you were on top of **Business Continuity** but did the emerging '**fuel crisis**' give you pause for thought this week?

The feedback we got from our customers in **Education, Care & Charity** sectors was that it **did** – the lessons apply equally.

It's not funny when you are trying to maintain business as usual but actually it might well serve as a great **case study** from which we can take some learning.

- **For most of us it came out of the blue.**

The autumn is a busy time & there has been a great **focus elsewhere** by organisations on vaccination of children, care workers & indeed responses to impending winter flu.

So in focussing elsewhere it's not surprising that the fuel shortage has been met with some surprise. It shows us the truth is we need to keep looking out for a range of issues all of the time & we need to get 'upstream' of them wherever we can.

- **Human behaviour is key**

To an extent the lack of fuel recently has been a **self-fulfilling prophecy**. Everyone thinks that everyone else is panicking & reacts accordingly. Individually we of course would say we are not (!) but prudently we might have gone to fill up on fuel, probably buying more than we need 'just to be sure.'

Panicking or not the spike in demand & thus shortage is created. Doesn't it show how important the human aspect is? Certainly we have to factor it in when thinking Business Continuity.

- **Layers of difficulty can occur**

The fuel issue is just one '**layer of difficulty**.' Right now organisations are facing more than one. It isn't especially in the news but it is the beginning of cold & flu season & some areas are already experiencing issues with colds.

One issue layers on another to create difficulty & this can be added to at any time. One of the primary possibilities of course relates to unpredictable weather & this is just the right period for it. We have to plan as if multiple problems could occur at once.

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. **Other constantly circulating threats can make things worse**

The biggie right now is **Cyber Security** & it's significance can't be underplayed. Currently the National Anti-Fraud Network (NAFN) is advising great caution because of attempts to trick school staff into diverting funds to non-legitimate bank accounts.

These are emails asking for changes on salary & supplier payments & appear very credible.

Of course in a situation where business resilience is being tested the chances for making a mistake on other things are magnified & the whole situation can get worse.

. **The context can be one of changed resilience**

Organisations might not recognise its significance but they may be operating with **changed resilience** already. Covid has taken us through a lot & that has been a focus but that isn't all that is going on. We need to consider Covid's legacy & we mustn't forget that we are also post exit from the EU.

In some ways we may consider ourselves stronger having been through these but we have still to experience all of the effects, especially in terms of supply of labour & changed expectations with both how they want & are required to work. Certainly organisations need to think about where they stand & consider the position they are in.

The bottom line on all this is that no one can be **complacent** when it comes to considering **Business Continuity** & associated **Resilience**.

Some of the solutions may be easy enough but organisations need to approach the overall subject in quite a sophisticated way.

You may now wonder **what next?**

Well - Business Continuity is a **must** but our experience is that those who 'do it for themselves' usually struggle to produce a complete & viable plan.

If wanted this is where we can come in – One West is a **leader** in Business Continuity & we do what we do well.

We also know that **affordability** is key. No problem! We always offer a **square deal**.

We would be very glad to help with further advice, review & test of your current plans.

Drop us a line & we will happily arrange a chat.

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**The One West Business team.**

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