

Markel Care Practitioners*

Business continuity planning overview

Business continuity plans are there for when the worst happens. They support actions during business interruption and enable your organisation to continue to operate. The importance of a robust and effective document is essential for ongoing business resilience and success.

Natural disasters, such as the coronavirus, man-made disasters and disruptions, and other unplanned events can have a dramatic effect on business. Business continuity is a management process that provides a framework to ensure the resilience of your business to continue trading following a disruptive event, thereby helping to ensure continuity of service to your key customers and the protection of your brand and reputation.

Business continuity plans (BCP) are a documented collection of procedures and information that is developed, compiled and maintained in readiness for use in an incident to enable an organisation to continue to deliver its critical activities at an acceptable pre-defined level. Plans need to be clear, concise and tailored to the needs of your business and should become part of the way the organisation does business. Business continuity planning sits alongside crisis management and disaster recovery planning and is a part of an organisation's overall risk management.

The table below shows a comparison between risk management and business continuity management (BCM).

	RISK MANAGEMENT	BCM
Key methods	Risk analysis	Business impact analysis
Key parameters	All types of events – though usually segmented	Impact and time
Size of events	All sizes (costs) of events though usually segmented	Events causing significant business disruption
Scope	Focus primarily on risks to core business activities	For strategy planning: survival threatening incidents only
Intensity	All from gradual to sudden	Sudden or rapid events (though response may be appropriate if creeping events become severe)

The coronavirus is an example of why business continuity planning can be so important, and Markel Care Practitioners is here to support you in developing your own bespoke arrangements. Whether reviewing, creating or updating your plans, our experts are available to assist you through the process.

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Case study



Service provider: A school partnership.



Support offered: Business continuity planning support, review and development with Markel Care Practitioners' templates and support, delivered through their policy consultancy allowance.



Deliverables: Markel Care Practitioners provided through on-site support a two-way process which assisted the client in considering areas of business interruption, enabling them to review their current business continuity plan and develop it into a more robust and usable document. The client was supported to consider multiple aspects of business interruption such as decision making, alternative arrangements, environmental, staffing, funding and emergency response issues. The two-way process enables scenario testing and the ability to gap analysis any plans to ensure that the final document is fit for purpose when the worst happens. Furthermore, it is important that all managers and decision makers across different areas of an organisation are kept involved during the process and review any final documentation so that the plan is reflective of real issues and solutions that may present and that this can be considered in daily management, organisational growth, strategic and governance planning.



Outcome: The client said: "they [the staff] made a point of telling me how fantastic you were and how you made the experience an enjoyable one. The organisation was then able to share their plan from a strategic standpoint across the organisation, feeling confident and prepared should business interruption issues occur"

