

REVIEW OF CRISIS MANAGEMENT AND BUSINESS CONTINUITY SYSTEMS

Sector	Government
Client	A major Government infrastructure division
Service	Compliance review against ISO 22301:2012 Business Continuity Management Compliance review against BS 11200:2014 Crisis Management
Project Days	20

CLIENT PROBLEM ?

For a major Government infrastructure division such as this client, the capability of the organization to continue to deliver its services at acceptable levels following a disruptive incident/s cannot be stressed enough.

Strategic attention, organizational capability, regular training plus systems auditing are vital elements in ensuring that an organization is well prepared for any crisis which may occur.

Continuous improvement via regular testing and the robust validation of documented systems and procedures already in place is a core demand of crisis management and business continuity. These procedures guide organizations on how to respond, recover, resume and restore to predefined levels of operation following disruption.

Any 'incident' or 'disruptive event' has the potential to become a 'crisis' and could cause a business to fail.

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Our Solution

The Consultant undertook a detailed review of current processes and procedures, including operational activities, to identify any gaps and deficiencies related to crisis management and business continuity.

The Consultant assessed the current emergency response and crisis management capability and evaluated the extent to which the organisation could respond effectively to potential emergencies and crisis. The organisation's current control framework was taken into consideration with relevant principles and good practices from BS 11200:2014 and ISO 22301:2012 standards.

The flexibility and responsiveness of the organisation's approach to responding to different emergencies and crisis scenarios was also considered.

The organisation's crisis management governance framework was evaluated for all types of emergencies from operational and tactical to strategic level. Also covered were the functional responsibilities of each member of the crisis team plus various processes and recovery times based on their priority ranking.

Summary of Outputs

The report was submitted as per the organisations template which contained two major sections:

Section One - Included detailed observations related to Findings; sources of potential harm or a situation with the potential to cause loss. Loss being any negative consequence, financial or operational, reputation, etc. This was identified over the review assignments scope and categorized into four categories; Very High, High, Medium and Low.

Section Two - Included recommended Opportunities; enhancements that maximize performance outcomes, profits, etc. along with Recommendations. The Opportunities section included but was not limited to; improving efficiency and effectiveness and enhancing business activities.

The effective implementation of report recommendations by the client management is of vital importance in the maintenance of any reliable internal control system.