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## Overview

This standard is about providing support particularly to the business and voluntary sectors, on business continuity management, including specific advice and assistance to individual organisations. The aim is to help develop resilience, to minimise the impact of emergencies on vulnerable organisations and business and to enable more rapid recovery from emergencies and other business interruptions.

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## Performance criteria

### *You must be able to:*

1. identify stakeholders who can contribute to or would benefit from support in business continuity management
2. collaborate with partners, stakeholders and specialists to develop advice and assistance on business continuity management
3. consider relevant risk assessments when developing advice and assistance programmes in line with organisational requirements
4. determine appropriate approaches to developing the business continuity capabilities of others
5. identify resources needed to engage on business continuity support
6. confirm clear roles and responsibilities in the support of others to develop business continuity management capabilities
7. identify the status and limits of advice and assistance and refer to specialist where appropriate
8. review and update programmes for promoting business continuity, and consider lessons identified and learned from previous incidents and exercises

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## Knowledge and understanding

### *You need to know and understand:*

1. legislative and organisational policies and procedures relevant to your organisation for providing advice and assistance on business continuity management and sharing information
2. the characteristics of organisational resilience and the purpose of business continuity plans and arrangements
3. business continuity management principles, culture and life cycle
4. types of external and internal risks
5. stakeholder identification and engagement methods including groups and networks which provide access to the business community
6. how to determine the characteristics of an area or sector that may influence the likelihood, impact and consequences for business operations
7. roles and structure of forums for co-operation on risk assessment, preparedness and continuity
8. roles and responsibilities of stakeholders in promoting business continuity
9. methods for identifying needs and delivering support to the business community
10. how and why business continuity plans must be systematically reviewed
11. methods for programme evaluation stakeholder accountability

## Glossary

### **Business continuity**

The capability of an organisation to continue the delivery of products or services at acceptable predefined levels following a disruptive incident.

### **Business Continuity Management**

A holistic management process that identifies potential threats to an organization and the impacts to business operations those threats, if realized, might cause. It provides a framework for building organizational resilience and the capability for an effective response that safeguards the interests of key stakeholders, reputation, brand, and value-creating activities.

### **Business continuity plan**

A documented procedure that guides organisations to respond, recover, resume, and restore to a pre-defined level of operation following a disruption

### **Risk Assessment (analytical or dynamic)**

The process of identifying and evaluating risks.

**Analytical Risk Assessment:** The systematic process of identifying, analysing, and evaluating risks using structured methods and tools. This approach is conducted when there is sufficient time to gather and evaluate information, often involving both qualitative and quantitative techniques to ensure a comprehensive understanding for decision-making.

**Dynamic Risk Assessment:** The ongoing assessment of hazards and impacts during incident response. This largely intuitive approach relies on the knowledge and experience of the risk context, adapting to changing conditions in real-time to ensure the safety and effectiveness of response actions.

Promote business continuity management

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**Relevant Occupations** Health Professionals, Police Officers, Public Service and other Associate Professionals, Public Services, Public Services and Care, Resilience and Emergencies Professional: Fire Officer

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**Suite** Resilience and Emergencies

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