



# BUSINESS CONTINUITY SERVICES



# DISASTERS HAVE NO RESPECT FOR BUSINESSES LARGE OR SMALL

## Consultancy & training through experience

Disasters cost businesses money, so why incur extra costs by being unprepared? Companies with management foresight put in place procedures to survive such disasters and take advantage of the training and consultancy services provided by BELFOR.

## Consultancy designed to prepare your organisation

As the world's leading disaster management and planning company we bring you our practical experience of recovering thousands of homes and businesses each year, which gives us a unique perspective on planning, surveying, and risk analysis in the 'real world'.

These consultancy services fall into the following categories:

- Analysis of physical and process risks if a critical part of your business was unable to continue.
- Advising you of contingency measures relevant to your organisation.
- The preparation of all types of survival plans - emergency response, crisis control, IT contingency, disaster recovery and business continuity.

Through our mentoring services we will work with your company's management team to facilitate the assembly, auditing and testing of your plan. We will train your personnel who will be tasked with managing the recovery. In fact, should your organisation require a totally outsourced business continuity management programme, BELFOR can provide the solution as well.



## Premises risk and recovery survey

This should be considered an integral part of a Disaster Recovery Strategy as it identifies possible threats, risks or weakness from both external resources and from your physical infrastructure. It assesses their impact on critical business functions and makes recommendations for improvements depending on their urgency.

Some elements for consideration could relate to a multi-tenancy office property. The examination of communal areas and services, the significance of the other organisations within the complex and the surrounding buildings i.e. Government offices, laboratories, chemical stores etc.

Reference would usually be made to the issues of cable management, void hazards (false floors and ceilings), ducting and riser safeguards (i.e. smoke checked), records management and protection including archival policies along with power safeguards for UPS and generator capability.

Specific attention is paid to the location and priority for salvage and restoration of equipment and documentation e.g. the effects of smoke, fire or water are such that immediate action is usually essential including the freeze drying of critical documents. Significant factors are indicated with grid references on a site plan.

Should your crisis management team then be brought into action or, for example, the fire brigade required, this document and information could be a vital component aiding prompt decision making towards a recovery programme.

Recovery

Reinstatement

00:02:00

00:03:00

00:04:00

### Business continuity exercising

Business Continuity Plans can be progressively tested to confirm that maximum benefit will be achieved. The Methodology consists of the following phases:

**Phase 1: Plan Audit** - BELFOR will comment on the overall effectiveness of the plans and may suggest adjustments are made to the plans before any further test phases are commenced.

**Phase 2: Plan Walk Through** - This Phase will increase the awareness of all participants as to their role. Test Modules will be used to ensure a constant and structured approach.

**Phase 3: Scenario Workshop** - A Test Scenario is compiled based upon realistic circumstances. The participants will be asked to invoke the plans and to perform their individual roles in order to recover from the predicament.

**Phase 4: Physical Test** - As a result of the Scenario Workshop, the Physical Test will involve the actual attendance of the Recovery Team at the recovery site, where they will inspect that the facilities available there are both what is expected and fully in order.

**Phase 5: Live Simulation Test** - As a result of the preceding phases, a live Simulation Test is the ultimate proof of the effectiveness of the plans. The Live Simulation Test should only be attempted when a high degree of confidence has been generated by the successful completion of the previous phases.

A Recovery Test Status Report will be produced at the end of each phase of the test with recommendations for improvement in the short, medium and long term.

## WHEN THE WORST HAPPENS, IT PAYS TO BE PREPARED

### Training designed to prepare your organisation

No plan or procedure is complete until the teams who must deliver the results are trained and competent in their actions. BELFOR's portfolio of training courses ensures that your key personnel are prepared to recover your business.

Our unique, practical experience is available to you through training courses which cover recovery team preparedness, salvage, mitigation and fire awareness. Two of our most popular courses are detailed below. Additional courses and further details are available at [www.belfor.co.uk](http://www.belfor.co.uk). All courses can be tailored for your personal requirements.

#### Day one survival - our most popular course

This full day course aims to provide members of the company's Business Recovery Team with an understanding of the principle actions and controls required on day one of a disaster. This course is designed for the Recovery Team members who will be needed to survey and assess damage and potential salvage, principle Crisis Management Team members, Recovery Managers, HR Managers, Health and Safety personnel and Security Team Leaders.

BELFOR were selected as finalist in the Risk Management category at the British Insurance Awards for this course.



#### Salvage and loss mitigation techniques

This two day course will train people on the theory of damage control, provide demonstrations of techniques and give practical training relevant to your business area. Those attending should include any managers who are involved in damage assessment or loss mitigation activities and all personnel who are responsible for the equipment they use e.g. plant and maintenance engineers, supervisors, facilities personnel and managers.



**FOR FURTHER INFORMATION  
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With 150 locations in more than 25 countries BELFOR are ready to respond to any disaster, anywhere at any time.



**Our Services:**

Emergency Aid | Structure and Property Restoration | Structural Dehumidification | Machinery Repair and Restoration | Contents Restoration | Document and Data Recovery | Mould Remediation | Emergency Response Programme: RED ALERT®