

# **BRAC INFORMATICS CENTRE**

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# **BUSINESS CONTINUITY PLANNING & MANAGEMENT (BCP&M)**

**A HUMAN RESOURCES  
PERSPECTIVE**

# Topics

**What is Business Continuity Planning & Management (BCP&M)?**

**How does HR fit into BCP&M?**

**The role of the HR Manager in BCP&M**

**How can you improve your company's resilience?**

# What is BCP &M?

**“The act of anticipating incidents which will affect mission critical functions and processes for the organisation and ensuring that it responds to any incident in a planned and rehearsed manner”.**

# What does BCP&M do for an organisation?

Identifies ALL Prevailing Risks and their potential impact(s)

Addresses ALL Internal & External Areas, Elements and Interdependencies of an Organization

Ensures that an Organisation has a response or series of responses to any major disruptions that threaten its survival

Enhances compliance with all existing Health & Safety Regulations and increases Mitigation against accidents and incidents

# HR and BCP&M?

**Human actions (or inactions) create an ever-present source of Prevailing Risks to an Organisation**

**Human error is a major contributory factor in many incidents, crises and disasters**

**Effective Incident/Disaster response, management and recovery is almost totally reliant upon the timely decisions and actions of Staff Personnel**

**Human error can also make things worse**

**Comprehensive staff training, rehearsal and teamwork reduce the chances of human error and optimise effective mitigation, response and recovery**

**“Nothing is worse than active ignorance”**

**Johanne Wolfgang von Goethe – (1749-1832)**

**German Poet & Playwright**



**HR = People** = The **SINGLE** critical source that enables your company to operate, sustain, plan, survive, recover and improve.



# **Role of the HR Manager in BCP&M**

**Does your Company have a Business Continuity Plan or appropriate Contingency Plans?**

**Do Management support an active, regular Staff Training Programme?**

**Are Staff aware of the provisions of Contingency Plans?**

**Are Staff aware of their Crisis Roles; are they trained in these roles; are they empowered to act?**

# **Additional HR Roles**

**Company Call-Out Lists**

**Succession Plan for critical/key staff**

**Staff “skills” data base**

**Strict procedures for handling of staff dismissals**

**Control of Records for Staff Emergency & Crisis Training**

**Awareness of signs & symptoms of Post Traumatic Stress Disorder – established contacts with Counsellor**

# Improve Company Resilience

**Ensure comprehensive BC & Contingency Plans are in place – Ensure Plan Maintenance**

**Foster good Staff relations – Promote Team building**

**Ensure “Lessons Learned” Reports are produced (and acted upon) after all Incidents, Crises and Disasters**

**“We learn from history that we do not learn from history”**

**George Wilhelm Friedrich Hegel - (1770-1831)**  
**German Philosopher**

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## **CONTACT**

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