



Appendix 15

Business Recovery

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Business Recovery

1. (Introduction)

Recognising that Belfast is the economic hub of Northern Ireland, Business Recovery Plans (BRP) provide best practice and guidance to commercial and business interests by helping spread resilience across Northern Ireland. This is compatible with the assertion that a modern local economy is dependent upon, and integrated within, regional, national and global networks.

2. Purpose

The purpose of this BRP is to provide a framework within which all Belfast based businesses can make arrangements to meet the immediate and then long-term needs to continue trading when an incident disrupts the normal course of business operations.

Establishing a BRP requires customised planning and the coordination of business owners, personnel, suppliers and resources which are provided by a wide range of organisations. This should be reflected in the planning framework.

3. Aim

The aim of Belfast City Centre Management and the Business Recovery Working Group is to work to:

'Improve the resilience, and hence competitiveness, of the Belfast City Centre economy through promoting business continuity and by so doing improve the effectiveness and efficiency of preparedness for, response to and recovery from business interruptions'

4. Business Case

It is clear that the Belfast economy faces a number of challenges. The influences of globalisation and the increasing use of technology, including the World Wide Web, have simultaneously opened up opportunities but have also made the economy vulnerable. There are many competitors who would take full advantage of any disruptions caused to the operation of the Belfast City Centre economy and it is vital that this threat is alleviated.

The underlying principle is one of improving the competitive advantage of the Belfast economy by enhancing both individual company and collective resilience, including the time taken to recover from an incident. By advancing resilience the Belfast economy is better placed to mitigate the impacts of disruptions, whether as a result of emergencies, disasters or global macroeconomics. The ability to demonstrate that an economy can continue to meet its contractual obligations despite interruptions is highly attractive to potential clients.

Resilience will also provide the Belfast economy with the confidence to exploit windows of opportunity in national and global markets ahead of competitors. Key to achieving this is the creation of Business Continuity because the ability to withstand emergencies and quickly exploit opportunities offers competitive advantage.

5. Cause For Concern

Belfast's economy has come through a period of turbulence involving business interruptions but that is not to say that resilience or a coherent and focused continuity capability exists. Rather, the traditional view point has been one of ceding responsibility to the emergency services. This is not ideal as the true interests of business are best known and served by the business community, when fully integrated into preparedness, response and recovery

mechanisms. Finally the reliance of many sectors on ITC has made them vulnerable to technology failures or cyber attacks.

6. Objectives

The key objectives of this Business Recovery Plan (BCP) are to:

- Raise the profile of the requirement for business resilience within the Belfast economy;
- Create preparedness by raising awareness of risks to businesses;
- Provide a BCP template, training & assistance to enable businesses to address and mitigate against disruption;
- Provide a list of approved contacts to enable businesses to respond to a disruption for immediate and long-term needs; and
- Provide for the full integration of business recovery with the wider community so as to support the resilience and recovery plans of that community.

7. Activity Plan

The following activity plan has been designed in conjunction with the Belfast Resilience Working Group and Belfast City Centre Management Business Recovery Working Group to assist the systematic and logical development of resilience within the business community. It is achieved in three phases, elements of which may need to be conducted simultaneously. They are Pre-Incident; During Incident; and Post Incident.

A. Pre-Incident		
Creating Preparedness - sets the conditions for the development of a comprehensive capability within business. As such it comprises the ground work relating to raising awareness, providing training and assistance to businesses so they can identify threats and appropriate mitigation strategies.		
Activity	Action	Lead
Determine the vulnerabilities of the business community	<ul style="list-style-type: none"> Understand the network nature and interdependencies of the business community and potential threats to it 	BRWG
Raise awareness of the need for business resilience	<ul style="list-style-type: none"> Presentation at BCCM Retail Forum in September '08 to highlight issue with private sector 	BCCM
Produce a BCP template	<ul style="list-style-type: none"> Provide guidance for those charged with developing BCM within their organisations Compilation & distribution of information packs to advise businesses of threats \ risks \ BCP template \ assistance available 	BRWG BCCM & BCC
Train businesses on how to develop business continuity capabilities	<ul style="list-style-type: none"> Businesses able to understand how best to progress business continuity 	BRWG BCCM BCC
Provide access to general and professional information, guidance and best practice	<ul style="list-style-type: none"> Business able to easily and quickly access the most recent guidance and best practice 	BRWG
Assist in the validation of individual business continuity plans as required	<ul style="list-style-type: none"> Business is confident that continuity plans are fit for purpose 	BRWG BCCM
Maintain the profile and awareness levels of business continuity	<ul style="list-style-type: none"> Businesses, including new starts, remain aware of the need for resilience and how to continue to develop their business continuity capability as the environment changes 	BRWG BCCM BCC

B. During Incident		
Creating Response - involves the development of effective individual business response capability through the testing and exercising of mitigation strategies and by developing the role of Belfast City Centre Management and others in supporting the co-ordination of any response involving several businesses simultaneously.		
Activity	Action	Lead
<p>Control and co-ordination</p> <p>In the event of a disruption to communications – the BCCM Radiolink system has a back-up battery which lasts min 8 hours. This can then be linked into the Primark back up generator for continued use.</p>	<ul style="list-style-type: none"> • Provision of high visibility unformed staff (10) to assist in marshalling of personnel to a place of safety during an event supported by radio link • Co-ordination with BCCM Business Liaison Officers and BCC Neighbourhood Wardens to assisting in marshalling of personnel or follow up activities • Co-ordination of meetings to bring key parties to-gether – identification of suitable premises 	<p>BCCM</p> <p>BCCM BCC</p> <p>BCCM</p>
<p>Dissemination of Information</p> <p>- Via Radiolink</p> <p>Provide a comprehensive contacts list to businesses</p> <p>– Appendix One</p>	<ul style="list-style-type: none"> • In conjunction with emergency services & key agencies - compile a co-ordinated PR strategy to promote positive message with Media Working Group & PR Company • Set-up of communication point in conjunction with emergency services and key agencies • Establish and facilitate point of contact for businesses to provide information and advice • Distribution of information to keep business community, in general, informed, as appropriate, via: <ul style="list-style-type: none"> - Email - Fax - Hand delivery - Radiolink 	<p>BCCM \ BCC \ BCTC</p> <p>BCCM</p> <p>BCCM</p> <p>BCCM</p>
<p>Business Continuity</p>	<ul style="list-style-type: none"> • Source funding streams to assist businesses to re-establish trade • Assist in sourcing suitable premises \ locations to start up businesses <ul style="list-style-type: none"> ▪ Assist the efficiency of the recovery process by providing a list of key service providers including ▪ Provide information regarding accredited contractors to make safe damaged business premises ▪ Co-ordinate signage\ decorative covering for hoardings to promote business continuity 	<p>BCCM \ BCC \ BCTC</p>
<p>Develop a Public Relations and Media plan</p>	<ul style="list-style-type: none"> • Develop a PR and media communications plan in conjunction with emergency services & key agencies 	<p>BCCM \ BCC \ BCTC \ PSNI</p>

C. Post Incident		
Creating Recovery - involves the development of a comprehensive recovery strategy, designed to support the detailed operational, logistical, PR, financial, welfare and human resources aspects of business recovery. This strategy must integrate with that developed for the wider community.		
Activity	Action	Lead
Identify the recovery needs of the business community	<ul style="list-style-type: none"> ▪ Prioritise business recovery needs ▪ Co-ordination of meetings to bring key parties to-gether – identification of suitable premises 	BRWG \ BCCM \ BCC \ BCTC
Identify how best the public sector can support business recovery	<ul style="list-style-type: none"> ▪ Identify fiscal, logistical, planning and accommodation strategies for recovery 	BRWG \ BCCM \ BCC \ BCTC
Encourage Business Continuity	<ul style="list-style-type: none"> ▪ Assist the efficiency of the recovery process by providing a list of key service providers including ▪ Provide information regarding accredited contractors to make safe damaged business premises ▪ Advise and update businesses of assistance and services available 	BCCM \ BCTC \ BCC \ BCTC
Provide a comprehensive contacts list to businesses – Appendix One	<ul style="list-style-type: none"> ▪ Assist the efficiency of the recovery process by providing a list of key service providers 	BRWG \ BCCM \ BCC \ BCTC
Dissemination of Information	<ul style="list-style-type: none"> ▪ Co-ordinated PR strategy to promote positive message with Media Working Group & PR Company ▪ Distribution of information to keep business community in general informed <ul style="list-style-type: none"> - Email - Fax - Hand delivery - Radiolink 	BCCM \ BCC \ BCTC \ PSNI BCCM

8. Appendices

8:1 Local Contacts

Name of Organisation	Phone Number
Association of Town Centre Managers	020 7222 0120
Belfast City Council	028 9032 0202
Belfast City Centre Management	028 9024 2111
Belfast Chamber of Trade and Commerce	028 9024 2111
Emergency Services	999
Federation of Small Business	028 2766 6090
Institute of Directors	028 9023 2880
Invest NI	028 9023 9090
Northern Ireland Chamber of Commerce	028 9024 4113

8:2 Contacts for Contractor Federation Groups

To dissuade 'cowboy' tradesmen operating in the aftermath of an emergency situation, BCCM recommends local quality tradesmen to the business community. The membership of following federation and umbrella groups have a minimum of 2 years experience; are members of the relevant trade association; and carry the minimum qualification required by law to trade.



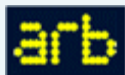
TrustMark

TrustMark is a new scheme supported by Government. TrustMark aims to regulate the trade industry and does this by licensing a range of trade bodies.
Contact – 08454 040508



Association of Plumbing and Heating Contractors

APHC members give an indication to customers that the contractor is reputable, reliable and works not only to general industry standards but also to an enhanced standard.
Contact – 024 7647 2503



Architects Registration Board

The Architects Registration Board (ARB) was established by an Act of Parliament, the Architects Act, in 1997. ARB is the independent statutory regulator of all UK registered architects.
Contact – 020 7580 5861



British Institute of Cleaning Science

BICS, as it is known, is an independent body with members in all areas of the cleaning industry, including Local Authorities, Contract Cleaners and cleaners themselves.
Contact – 01604 678710



British Association of Removers

The BAR aims to be the recognised voice of the professional moving industry and to be the guardian of professional standards for the benefit of its members and their customers.
Contact – 01923 – 699 480



BAR Commercial Mover

The CMG is a dedicated group of companies within the British Association of Removers that specialise in all aspects of commercial relocations. In fact, less than 80 companies in the whole of the UK can claim to meet the stringent membership criteria and high standards required.
Contact – 01923 699 480



British Interior Design Association

THE BIDA promotes high standards throughout the profession, encouraging and fostering proven design ability.
Contact – 020 7349 0800



Contract Flooring Association

The Contract Flooring Association was formed in 1974 by the amalgamation of three small flooring associations: The FCCA, the AFC and the CPA.
Contact – 0115 941 1126



Council of Licensed Conveyancers

The Council for Licensed Conveyancers (CLC) is the regulatory body for Licensed Conveyancers who are qualified specialist property lawyers.
Contact – 01245 349 599



Constructionline

Constructionline is the UK's register of pre-qualified local and national construction and related contractors and consultants. Owned and endorsed by

the DTI, Constructionline is a contributor to the Rethinking Construction initiative.
Contact – 0844 892 0312



Council Of Regulation Gas Installers (CORGI)

CORGI is the National Watchdog for Gas Safety in the United Kingdom
Contact – 0800 915 0480



Confederation of Roofing Contractors

The Confederation of Roofing Contractors exists for the purpose of advancing the roofing industry in an ethical and professional manner throughout the British Isles.
Contact – 01206 306 600



Electrical Contractors Association

Representing the best in electrical engineering and building services in the UK.
Contact – 020 7313 4800



Elecsa

FENSA and BBA joint venture delivering an independent certification scheme to tradesmen who undertaken domestic electrical installation work.
Contact – 0845 634 9043



FairTrades

FairTrades has been promoting its vetted trade professional members since 1983.
Contact – 08707 344 344



Federation of Master Builders

Established over 60 years ago to protect the interests of small and medium-sized building firms – the largest trade association in the UK building industry.
Contact – 020 7242 7583



FMB: Masterbond

MasterBond is Government endorsed through the TrustMark scheme and recognised by local authorities throughout the UK for grant aided and improvement works.
Contact – 08000 965 765



FENSA

When having their windows and doors replaced homeowners must ensure that they get a certificate from Local Authority Building Control or have the work completed by a FENSA Registered Company.
Contact – 020 7645 3700



Federation of Independent Removers & Storers

FIRST, is a trade body whose members include the independent sector of the industry. The focus is on Britain's best removers and the network is distributed throughout the UK.
Contact – 0870 013 1533



Freight Transport Association

FTA members operate over 200,000 goods vehicles - almost half the UK fleet. In addition, they consign over 90 per cent of the freight moved by rail and over 70 per cent of sea and air freight.
Contact – 08717 112 222



Glass and Glazing Federation All GGF members have been vetted to ensure quality of service: this vetting process includes making a site visit to the company's premises, checking three year's of their accounts and taking up references. Contact – 0870 042 4255



Guild of Builders and Contractors

The Guild aim to maintain a membership of firms and individuals who are actively involved in the building industry, are experienced and knowledgeable and trade with integrity.
Contact – 020 8977 1105



Guild of Master Craftsmen

The Guild of Master Craftsmen is a trade association representing many different trades and professions.
Contact – 01273 478449



Institute of Domestic Heating & Environmental Engineers

The IDHEE is still the pre-eminent professional body for the domestic heating engineer. The Institute aims to promote energy efficient domestic central heating components and the installation of safe and efficient systems.
Contact – 02380 668 900



Institute of Plumbing and Heating Engineering

The IPHE is the UK's professional and technical body for all plumbing and heating professionals.
Contact – 01708 472 791



National Association of Professional Inspectors and Testers

Provides an independent professional trade body for electrical inspectors, electrical contractors, electricians and allied trades throughout the UK.
Contact – 0870 444 1392



National Carpet Cleaners Association

The NCCA was established in 1968. It is the only independent UK trade body solely dedicated to the craft of carpet, upholstery, curtain, and other soft furnishing cleaning.
Contact – 0116 271 9550



National Federation of Builders

The NFB is the construction industry's longest established trade association and the leading building and construction federation in the UK.
Contact – 0870 8989 091



National Federation of Roofing Contractors

The National Federation of Roofing Contractors is the UK's leading trade association for the roofing industry.
Contact – 020 7638 7663



National Guild Of Removers

Members of the National Guild are based throughout the whole of the United Kingdom and represent quality and professionalism in all aspects of the moving service.
Contact – 01494 722 279



National Institute of Carpet and Floorlayers

The N.I.C.F will further the interests of its members by promoting excellence in the field of carpet and floorlaying.
Contacts – 0115 958 3077



National Inspection Council for Electrical Installation Contracting

The NICEIC's sole purpose is to protect consumers from unsafe and unsound electrical work.
Contact – 0870 013 0382



OFTEC

OFTEC Registered Technicians are trained to government recognised standards and carry the appropriate insurance to work in your home.
Contact – 0845 6585 080



Painters and Decorators Association

The PDA represents the whole trade, serving over 2500 members. A seal of quality within the field of painting and decorating in the UK.
Contact – 024 7635 3776



Road Haulage Association

The Road Haulage Association (RHA) provides dedicated campaigning, advice, information and business services specially tailored for the haulage and transport industry.
Contact – 0131 472 4180



Royal Institute of British Architects

The RIBA is one of the most influential architectural institutions in the world, and has been promoting architecture and architects since being awarded its Royal Charter in 1837.
Contact – 0207 580 5533



Royal Institute of Chartered Surveyors

Chartered surveyors are highly experienced professionals offering impartial, specialist advice on property issues. Their services are diverse. RICS members are qualified and experienced professionals offering independent and impartial advice.
Contact – 0870 333 1600



SAFE Contractor

The scheme assesses a company's health & safety arrangements. SAFE contractor is a UK wide recognised scheme where companies obtain certification and confirmation of competency.
Contact – 02920 266 262



Select

With its foundation as The Electrical Contractors' Association of Scotland at the birth of a new century, SELECT became the first trade association in the world to serve the electrical industry.
Contact – 0131 445 5577



Self Storage Association UK

This association is the only recognised Trade Association for this new and exciting industry. It is a membership organisation including those professional companies who operate self storage centres and the high class suppliers who service the industry.
Contact – 01270 623 150



The Tile Association

The Tile Association was formed in January 2000 to represent the whole of the UK wall and floor tile Industry under one organisation.
Contact – 020 8663 0946



UK Consumer Protection Agency

Our mission is to provide consumers with easy access to a community of professional tradesmen whose work is vetted on an ongoing basis.
Contact – 0845 2700 062



UK Trades Confederation

The Confederation has a strict vetting procedure that all new members have to pass before being allowed to carry the emblems and receive the certificate.
Contact – 08709 220 442



Association of Master Upholsterers & Soft Furnishers

Membership comprises craft upholsterers, upholstered furniture manufacturers, chair frame manufacturers, soft furnishing retailers and contractors and others associated with the craft of upholstery.
Contact – 02920 778 918