

Coping with Disruption: Business Continuity Support Service



SURREY

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If you want to provide assurance to existing and potential new clients that your organisation can cope effectively with disruption and continue to deliver your critical services when incidents occur, the Surrey County Council Emergency Management and Resilience Team can deliver a cost effective, bespoke solution for you. The team provides advice, planning, training and exercising support to devise, review and validate resilience arrangements against recognised industry and good practice standards.

Service offer

We offer 3 levels of support to meet your resilience needs:

Level 1 (Implementation):

Developing your business continuity documentation

Aim: To provide direct, one to one support to help you develop effective business continuity documentation, tailored to meet your organisations specific needs.

Crisis management training

Aim: To help your senior management team and other senior staff members understand the key considerations and principles to follow when responding to a disruptive incident.

Level 2 (Validation):

Business continuity plan validation – desktop exercise

Aim: To validate specific business continuity arrangements detailed in your organisations plan through a bespoke emergency scenario desktop exercise.

Level 3 (Review):

Business continuity health check

Aim: To review your organisations business continuity documentation against the requirements detailed in the business continuity international standard ISO 22301.

Value for money

Organisations are able to select any of the services described above. They can be confident that the advice and support they receive will be from a dedicated team of highly experienced, qualified and competent emergency management and business continuity professionals from a range of both public and private sector backgrounds and disciplines. Members of the current team have supported the multi-agency response to a large number of disruptive incidents since 2007. This experience has established a significant breadth of knowledge of feasible emergency scenarios relevant to Surrey organisations. Members of the team also hold the BSI Lead Auditor for ISO 22301 qualification and the Business Continuity Institute Certificate qualification.

How to find out more

You are invited to contact the Emergency Management and Resilience Team, to discuss your bespoke requirements in more detail;

Email: sccemt@surreycc.gov.uk
Telephone (direct dial): 020 8541 9160

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