



IMPACT—RESILIENCE

5 Resilience Tips For Making Our Businesses Safer

We know that surviving extreme disruption is not down to luck
Take a look at our guide, then take this free quiz to discover how ready
your business is to survive the next crisis.

Take the quiz



www.thefoodmarketingexperts.co.uk

www.impactresilience.com

1

Mindset

Optimism bias is common - 'it won't happen to me' is not a management strategy! Take a more defensive approach of 'when not if'. It's not about being fearful or negative - it's the start of being proactive and is about the BENEFITS of making your business stronger.

2

Accountability

Make one person accountable for this in your business.
It's not necessarily you

3

Business Continuity Management System (BCMS) on a page - make a start....

- Identify your Top Product or Service (by revenue, margin, profit, reputation - whatever metric fits your business)
- List all the things you need to produce it (processes, dependencies)
- Identify the IMPACT of a failure of any of those processes or dependencies and work out how long it is before that impact begins to threaten the business (this is your maximum tolerable period of disruption known as MTPD).
- Prioritise the list based on the MTPD and concentrate on those with the shortest period
- List what you can do to PREVENT failure and what you will do when it fails (MITIGATE) so that it's up and running again before MTPD
- Based on this, make a PLAN (known as a business continuity plan) and write it down, publish it and REHEARSE it

4

Do one thing first

If you only do one thing.....PREVENT = IT Security. Do a review - IT Security is a specialised sub-industry within IT - your IT person may not be on top of it. Add SIMPLE PROCEDURES (for example a little code only you and your accounts team know so they can always validate requests for new payments) and AWARENESS ACTIVITIES (embed awareness in you team) - do they know to report suspicious links or emails for example and to challenge any strangers in the workplace?

5

Get help and advice

Don't be alone on this. We are stronger together - speak to your partners, competitors, suppliers - your industry network.