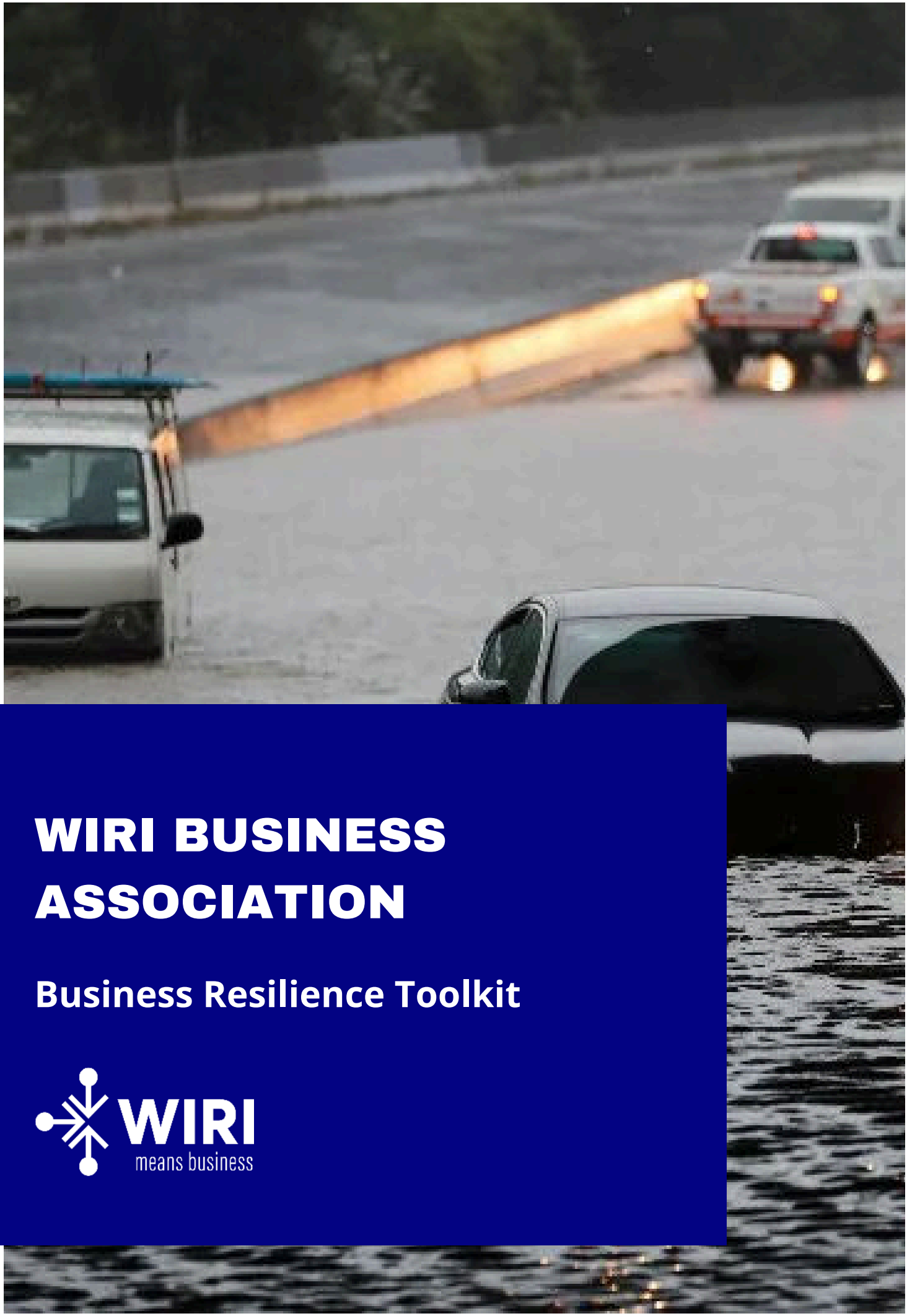


WIRI BUSINESS ASSOCIATION

Business Resilience Toolkit

WIRI
means business

FOREWORD FROM WIRI BUSINESS

Tēnā koutou,

Many of us vividly remember the floods that inundated Auckland in 2023 and brought widespread disruption impacting businesses, communities, and individuals alike.

Auckland is still recovering from the impacts of the Auckland Severe Weather event over Auckland Anniversary weekend and Cyclone Gabrielle in 2023. These weather events underscored the unpredictable nature of disasters and the critical need for organisations and businesses to be equipped with robust emergency response plans and business continuity strategies.

While we cannot predict the exact nature or timing of future emergencies, we can take proactive steps to mitigate risks, strengthen our preparedness, and enhance our ability to navigate the challenges that arise following an incident. This way, we can minimize the impact and ensure the safety of our employees; the resilience of our operations; and the trust of our stakeholders. We would like you to think of the Wiri Business Association as one of your key and trusted stakeholders.

We have compiled this tool kit of resources to help support Business Resilience - Emergency preparedness and business continuity planning. I encourage you to actively engage and share your insights and experiences, and to ask questions as we work together to strengthen our understanding of business continuity and emergency preparedness.

By collaborating and learning from one another, we can better equip ourselves to navigate the uncertainties of the future and emerge stronger and more resilient than ever before.

Let's begin our journey towards greater preparedness and resilience for the Wiri Business District.

Regards,



Gary Holmes, General Manager
Wiri Business Association

Materials produced for Wiri Business Association as part of its Business Resilience Project and supported by:

MAELSTROM SIMPLEXITY

Business Resilience Toolkit

The Why?

Flood, Cyber-attack, Supply chain failure, or losing a key employee. Disruptions to your business can happen at any moment.

You can't predict when they will happen, but you can take action to make your business more prepared.

This Business Resilience Toolkit aims to support you with overall planning (business continuity and emergency preparedness) for your business.

What is the difference between a business continuity plan and an emergency plan?

An Emergency Plan covers in-the-moment procedures in a crisis, for example, a natural disaster.

A Business Continuity Plan covers how you'll get core parts of your business up and running again.

Resilience in your business

There are other general resources that may support resilience in your business. A few suggested short guides are:



Wellbeing of staff is critical in a disruption or emergency. Staff or Stuffed: Creating Resilience Through Your People is a practical guide for how to plan and support your staff in a crisis.



How to prepare for the unexpected? The 'Shut Happens' short guide will take you through some steps to help your business be ready to survive a crisis and potentially thrive in the aftermath.

RISKS

For all business continuity and emergency preparedness planning, it is important to understand the risks to your business including risks to staff; your building; the hazards in the area; the services (lifeline utilities) that you rely on for your business (power, water, roading). Knowing the hazard risks that may impact your business is essential for personal safety, community resilience, and effective disaster management.

Understanding your risk will enable your business continuity and emergency planning; and enable your business to prepare, mitigate, and respond to hazards in a way that minimises their impact and enhances overall safety and wellbeing.

There are other general resources that may support your understanding of the risks that you face:

General information on hazards in New Zealand through the 'Get Ready' website.

Toka Tū Ake EQC provide a range of information on risk-reduction to natural hazards, insurance, and recovery.

The Natural Hazards Portal provides links to regional hazard information which is area- regional specific.



BUSINESS CONTINUITY

Business continuity is a business's level of readiness to maintain critical functions after an emergency or disruption. These events can include security breaches, natural disasters and power outages.

Why is business continuity important?

Overall, business continuity is essential for organisations to remain resilient, adaptable, and responsive in the face of uncertainty and disruption. By investing in preparedness and planning, businesses can better protect their people, assets, and operations, ultimately ensuring their long-term sustainability and success.

Business continuity is about having a plan to deal with difficult situations, so your organisation can continue to function with as little disruption as possible. A business continuity plan (BCP) pinpoints the most important parts of your business, identifies potential risks to these critical pieces, and prepares you to recover as quickly and easily as possible.

In the accompanying toolkit there are resources to support your business continuity planning:



Contingency planning is a crucial part of continuity planning — it means having a backup if your original plan no longer works. It's your plan B. Your BCP shouldn't be limited to what to do after a natural disaster. It should cover any risks or threats that could disrupt your most important business activities.



Our Wiri Business Association Business Continuity Workbook. This workbook can support the development of your Business Continuity Plan through working through the steps in this booklet.



Your Business Continuity Planning Guide from Auckland Emergency Management is an easy 12 step guide to support business continuity planning.



This Business Continuity Plan template developed by Auckland Emergency Management can be completed from the steps outlined in the Business Continuity Guide.

BUSINESS CONTINUITY - ADDITIONAL RESOURCES

There are also other resources to support your planning:

Business.govt.nz has a range of tools and expert advice from Government and industry designed to help Kiwi businesses including Continuity and Contingency Planning.

Whether you're a sole trader, contractor or run a company, you need to guard against work and business risks. Insurance can compensate you or your business for losses, but you must get the right type — no policy covers everything.

Cover Your Assets is a short guide on how to select the right insurance for your organisation, and how to prepare to use and claim on your insurance policy.

How do you know if your business continuity plan is effective? Test your plan! These are quick tips to testing and exercising your Business Continuity Plan.



EMERGENCY PREPAREDNESS

These are the steps you and your business take to make sure you are safe before, during and after an emergency or natural disaster.

Why is emergency preparedness important?

Overall, emergency preparedness is essential for protecting lives, minimising damage, maintaining continuity of operations, and enhancing resilience in the face of emergencies. By investing in preparedness and planning, organisations and businesses can mitigate risks, ensure the safety and well-being of their staff and stakeholders, and contribute to the overall resilience of communities.

Putting time into planning for emergencies makes good business sense — it helps keep you and your workers safe and minimises downtime.

In the accompanying toolkit there are resources to support your emergency preparedness planning:

Our Wiri Business Association Business Continuity Workbook has a checklist for what you should include in your emergency planning- from site evacuation to emergency contact lists.

The Emergency response plan template developed by Auckland Emergency Management is a simple plan that you and your business can develop.

Further to our Wiri Business Association Workbook, an emergency checklist developed by Auckland Emergency Management details an immediate checklist of actions you should consider undertaking if there was an emergency.

EMERGENCY PLANNING: ADDITIONAL RESOURCES

There are also other resources to support your emergency planning:

Business.govt.nz has guidance on emergency planning including what plans should cover in consideration of specific hazards; looking after staff; and emergency supplies, and expert advice from Government and industry designed to help Kiwi businesses including Continuity and Contingency Planning.

Businesses have an obligation to be prepared for an emergency. In most cases we can't predict when an emergency will happen. Guidance from the 'Get Ready' website also provides simple guidance for the development of emergency plans. But we can make plans to make sure our staff are safe, our financial and personal losses are reduced, and we are able to get back to business as soon as possible.

Individual Emergency Planning will support your business. If your staff have their own personal plans in place, then they will be able to support you and your business. Resources to support personal emergency preparedness are:
The 'Get Ready' Household Plan template' is an easy to complete form covering all components in an Emergency Plan that you should consider for your household and family.

The 'Get Ready' Personal Workplace Emergency Plan template provides an easy to complete form that informs a plan for your individually in a workplace.

