

Report 08.804
Date 16 October 2008
File Z/01/04/20

Committee CDEM Group
Author Dr Roger Blakeley, Chair Co-ordinating Executive
Group (CEG)

Business/Service Continuity Planning and Business Preparedness Survey 2008

1. Purpose

To inform the CDEM Group of the results of the recently commissioned Business Continuity Planning survey of key sectors crucial to communities in the response and recovery phases of an emergency.

2. Background

The CDEM Group recognised the importance of gathering information and identifying significant key sectors to ascertain their level of awareness and preparedness before a major civil defence emergency occurs in the Wellington region.

The key sectors are:

- Local Authority Emergency Operation Centres (EOCs)
- District Health Boards (DHBs)
- Lifeline Organisations (such as water, sewage and roading)
- Relevant Government Departments
- Medical Centres (including hospitals, care centres)
- Supermarkets
- Large Hardware Stores
- Service Stations
- Pharmacies.

3. Objectives

Three overarching objectives were identified for the research project:

- To determine the extent to which key businesses and service organisations in the greater Wellington region currently have business/service continuity plans in place
- To determine the level of service key sectors will be able to provide following a significant event
- To assess the extent to which businesses promote personal preparedness in the workplace.

4. Methodology

A total sample of 329 organisations in the Wellington region were randomly selected (by key sector category) from the Yellow Pages. During May and June 2008 each business/organisation was contacted by telephone to determine the appropriate person in that organisation to complete the questionnaire and to obtain an agreement for participation. Specially designed questionnaires were then sent out by post for self-completion. Follow up telephone calls were made from the 9th June to 25th June 2008 to all of the businesses/organisations that had not responded.

A total of 155 businesses and organisations completed the questionnaire resulting in a 47% response rate. Traditionally self complete questionnaires have a response rate of between 20% - 30%.

The full report is attached as *Attachment 1*.

5. Future approach

It is recommended that the Wellington CDEM Group continues to conduct surveys of the key sectors to promote the need for planning in the work place and as a tool for measuring the progress being made.

Territorial authorities should continue to work with businesses/organisations to ensure they have access to business continuity planning information and to increase their awareness of all aspects of planning in the work place. This can be achieved by targeting crucial businesses initially and gauging the level of understanding and then identifying the resources needed to progress.

The results of this survey should be reflected in the CDEM Group Public Education Strategy and addressed by the Public Education Group to ensure emphasis is placed on this area of emergency preparedness. Relevant promotion and resource material should be developed to accommodate the issues and gaps identified during the surveys.

6. Conclusions

Many businesses/organisations were not aware that they were classified as 'crucial' to the community in an emergency. This was particularly apparent in retail businesses that were privately owned or where emergency planning was not compulsory. However, the health sector and government organisations had a higher level of awareness and most already had planning in place.

The selected businesses/organisations had an awareness of the hazards affecting the Wellington region and the impacts on the Wellington communities but few had considered the direct impacts on their businesses/organisations. Further information on planning was

offered to those businesses/organisations who have participated in the survey and a Business Continuity Planning template was sent out to more than half of those surveyed.

Personal preparedness in the work place is an area that businesses/organisations are not currently engaging in. The survey response identified this as a lack of general awareness and also a lack of awareness of how proper planning could benefit their businesses/organisations.

7. Recommendations

That the CDEM Group:

1. *receives the report; and*
2. *notes the content of the report.*

Report prepared by:

Dr Roger Blakeley
Chair Co-ordinating Executive
Group (CEG)

Attachment 1: Research Report