

The Role of HR in Business Continuity Management

The Human Dimension of BCM Summit Meeting

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HR Survey Approach



- On-line and insert survey
- People Management (CIPD)
- HR magazine
- HR online discussion forums
- Via BCI members



Survey Profile Response

Sector

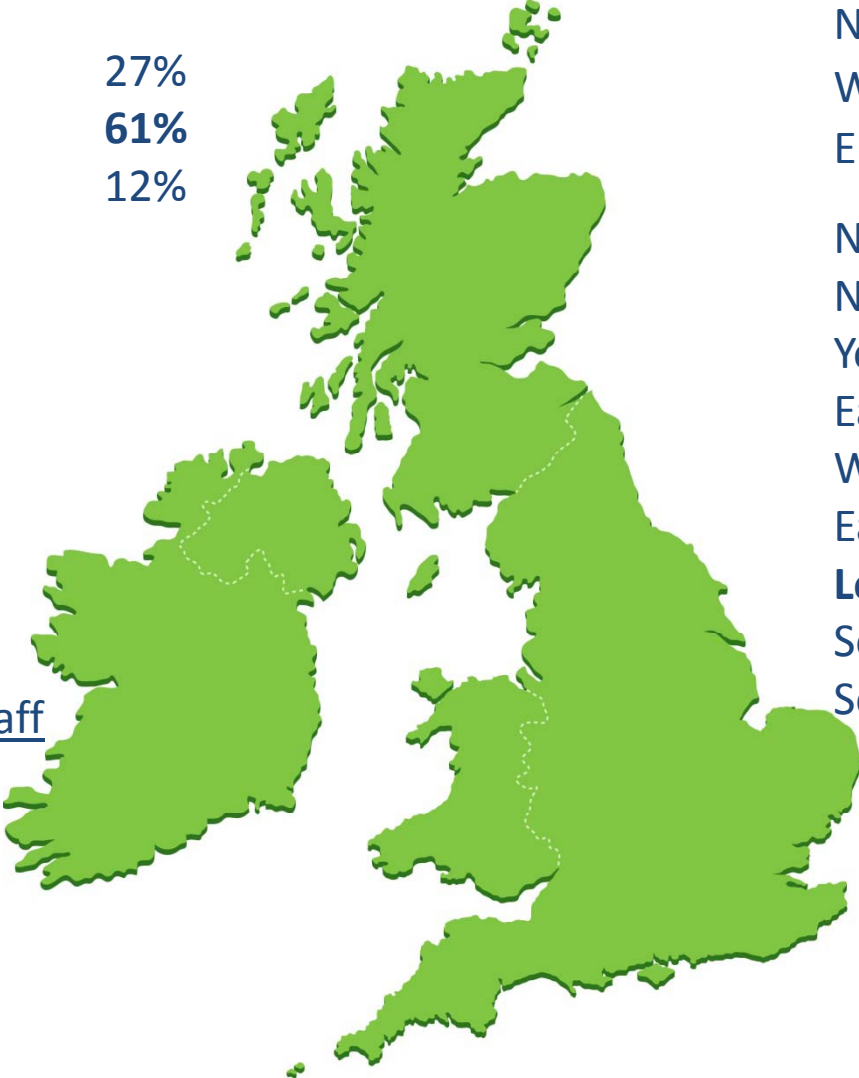
Public sector:	27%
Private sector:	61%
Third Sector:	12%

Number of UK sites

1	24%
2-5	44%
6-50	17%
51-100	7%
101-500	5%
>500	3%

Number of Employed Staff

Up to 50	10%
51-250	19%
251-500	13%
5,001-2,500	23%
>2,500	35%



Scotland	7%
Northern Ireland	2%
Wales	0%
England	80%

North East	3%
North West	2%
Yorkshire & Humber	3%
East Midlands	3%
West Midlands	13%
East	5%
London	32%
South East	13%
South West	7%

Non-UK 11%

Total response: 80

HR Survey Findings

- **HR do see their role to resolve staff issues in a crisis (66%) – this is much stronger (80%) where an incident has occurred.**
- Consideration of staff with special needs at recovery sites is not well considered (56% have not).
- Staff counselling arrangements are very well established (62%) especially in the public sector (88%).
- **There is significant disagreement and uncertainty in key practical areas e.g. Responsibility in sending staff home early.**
- There is high awareness of Business Continuity Management (78%) and strong conviction that HR has a key role to play (93%) among respondents.

Is BCM an area HR should be involved in?

“It's a must. In my last couple of employers HR have been central to the BCM team. However, watch what you wish for as there are some unpleasant but necessary tasks to be doled out by the BCM team.

Blankets, anyone?”

In a crisis situation, do you feel that everyone would look to HR to resolve any staff issues?



Do you feel that you would be able to respond as expected by the business?



Do you review people-related policies to consider whether they will hold up during a crisis?



Do your staff contracts provide sufficient flexibility to meet crisis planning requirements?



Have you considered how you will deal with staff with special needs requirements at a recovery site?

28% 

56% 

16% 

Do you have a staff information line and/or HR incident line?

50% 

43% 

7% 

Do you have arrangements in place to provide counselling to staff in the aftermath of an incident?

62% 

33% 

4% 

Have you surveyed staff on their expectations of the company during a crisis?

11% 

87% 

2% 

Would you allow staff with First Aid skills to help members of the public/customers ON your premises?

86% 

8% 

6% 

Would you allow staff with First Aid skills to help members of the public/customers OFF your premises?

54% 

21% 

25% 

If you send staff home early are you still responsible for them?

38% 

41% 

21% 

If staff can't get home is it the duty of the company to provide for them?

38% 




35% 

27% 




Can you force staff to stay in a building?

14%  72%  14% 

Must businesses provide overnight facilities for staff to stay in the building?

23%  44%  33% 

If staff refuse to leave the building is the business responsible for them?

56%  18%  26% 

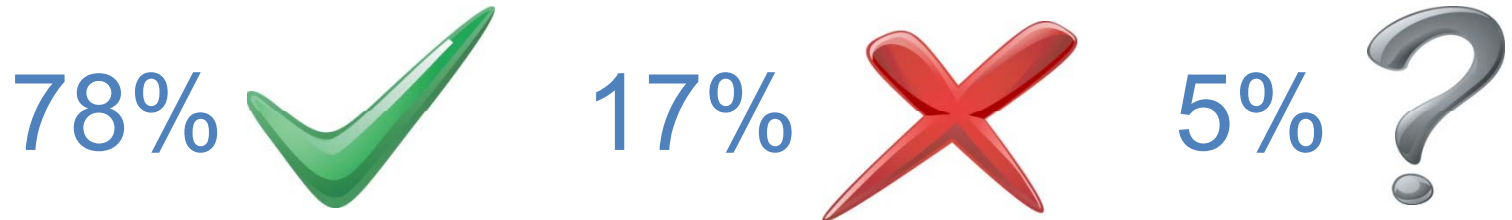
Would you apply the same rules for staff or customers who are under 18 years of age?

39% 

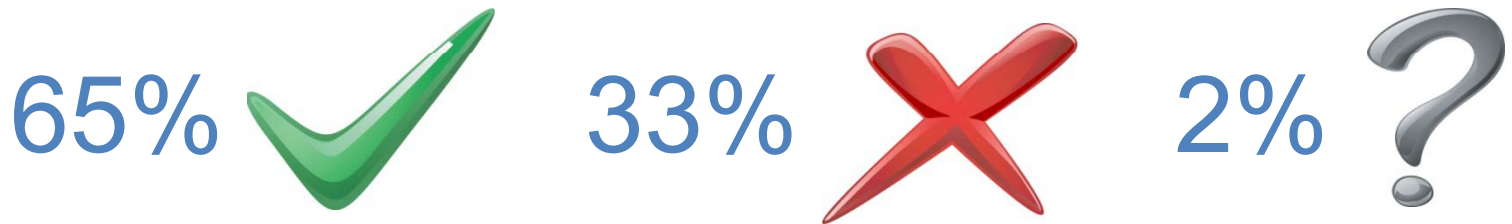
46% 

15% 

Have you heard of the term Business Continuity Management (BCM)



Do you have a clear view what BCM is about?



Are you involved in the plans being developed by the BCM people in your organisation?



Has your organisation conducted a business continuity exercise (excl. fire drill) in the past 6-12 months.

44% 

43% 

13% 

Has your organisation experienced a major operational incident, which affected staff in the past 12 months?

31% 

63% 

6% 

Having answered the above questions, do you believe that HR has an important role to play in Business Continuity Management?

93% 

2% 

5% 

Thank You

A full analysis of the survey results will be included the Summit Meeting Report.