



**OUTCOMES OF THE BUSINESS CONTINUITY FORUM
TO ENHANCE THE RESILIENCE OF THE CITY OF PERTH
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- There must be a balance between the operational security concerns of government and the need for business to understand the freedoms and constraints under which BCP planning and invocation can take place in the wake of major CBD emergencies. Business and government need to communicate frequently so that BCP assumptions can be aligned. Businesses should seek every opportunity to understand government command and control mechanisms in the wake of major CBD emergencies.
- Businesses should not rely on FESA and SES to provide detailed damage assessments and do what they can themselves to establish restart times. BCP must consider the potential for indefinite outages and an immediate loss of power in some circumstances.
- The ability for businesses to account for their own people is a significant factor in obtaining Emergency Service's approval to reoccupy facilities post evacuation. The ability for employees to rally, rendezvous and communicate and not just evacuate is an important aspect. BCP must be cognizant of Police plans to control the movement of people away from the CBD. Education of employees is critical for successful invocation of BCP.
- BCP must describe the methods by which Government and Emergency Services will seek to communicate with business and the public at large. Building Managers must register with the City of Perth to enable best dissemination of information.
- BCP must allow for a degree of chaos in major emergencies until Emergency Services can regain control. Health and public safety are overriding criteria from a government perspective.
- Protect-in-place strategies sound good in theory but are almost impossible to recognize in practice given the paucity of information available early in an incident.
- There is a need to liaise with telephone service providers in advance. Businesses should check the ability for any suburban option to surge to achieve BCP as there will potentially be an overwhelming demand on infrastructure from a mass invocation of work from home BCP solutions. BCP should allow for the abandonment of equipment such as laptop computers when considering work from home options due to loss of access to office environment.

I am often asked what single piece of advice I can recommend that would be most helpful to the business community. My answer is simple, but effective BCP that is regularly reviewed and tested.
Eliza Manningham-Buller DG of M15 at British Industry conference November 2004