

## Organisational Resilience

All organisations understand the need to ensure management and governance systems are in place and operate effectively. A resilient organisation is one that can withstand shocks and disruptions to its operations.

In order to withstand these shocks and disruptions organisations require two things;

- Effective day to day governance systems for management of its organisation e.g. ISO 9001; and
- Effective resilience management structures to ensure special management processes and plans can be put in place which can anticipate and cope with disruptions. This will allow an organisation to return to day to day management operations.

For the best chance of recovery your organisation should develop and maintain effective organisational resilience. This will enable your organisation to prepare for all eventualities that may occur in the 21<sup>st</sup> century threat environment this includes terrorism, cyber-crime and natural disasters. Therefore, organisational Resilience compliments and supports management systems implemented under ISO 9001.



Hamilton Deed can provide you with expertise to initiate and maintain a structure for your organisation. We will work directly with you in order to establish, via a maturity model, your current status and then develop a bespoke organisational resilience requirement tailored to you and your business sector. It will also be prepared in line with your particular legal and regulatory framework.

## SUB HEADINGS

### **Organisational Resilience**



Have you considered what would happen if your organisation was unprepared and had not planned for unforeseen business disruptions. In order to give your organisation, the chance to mitigate a crisis and maintain its reputation let Hamilton Deed run a 'health check' on its current resilience preparations.

Based on a British Standard, 'BS65000 – Organisational Resilience' requires an organisation to construct a management structure which seeks to develop and maintain Resilience. This encompasses emergency and non-emergency processes and allows a holistic approach to management. Some elements to be included are;

- Asset Management BS ISO 55000
- Risk Management BS ISO 31000
- Health and Safety BS OHSAS 18001
- Business Continuity ISO 22301 – 2012
- Information, communications and technology BS ISO 27031/27001
- Physical security
- Emergency management
- Crisis management BS 11200
- Human resource planning
- Financial control
- Quality Management BS EN ISO 9001

Hamilton Deed will work with you every step of the way in developing this 'system of systems'. Adapting and improving your organisational resilience.

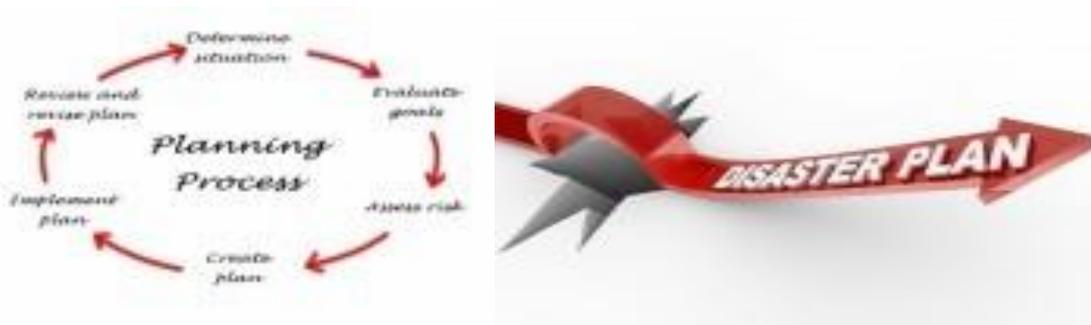
### **Crisis Management**

Crisis Management processes are required when an organisation is being affected by multi-faceted, dynamic disruptions to normal working and management systems. There is a British Standard BS 11300 – 2014 which governs preparations for crisis management.



Hamilton Deed can support you in developing and maintaining a crisis management system, linking it with your quality management system. This will provide a platform for other emergency response requirements be they in the emergency management, event safety or business continuity field.

## Emergency Planning



Dependant on the type of organisation and the activity undertaken Hamilton Deed can develop a suite of emergency plans and procedures for all types of incident. These will be linked and made specific to your sector and will cross reference with your efforts in business continuity, crisis and event management.

To ensure the organisation is fully prepared, plan writing will be followed by the development of a complete, bespoke training programme to ensure all levels of staff are aware of their roles and responsibilities. Finally, Hamilton Deed will develop a specific testing and exercise programme. This will be used to validate the training that has been undertaken and ensure the processes and procedures considered in plans work effectively.

## Business Continuity Management

Organisations worldwide now understand that it is essential to consider potential business disruption scenarios which can lead to loss of income, status and reputation. Cushioning the potential impacts and responding decisively to relevant scenarios will lead to continued operation of your business and maintenance of your reputation and stakeholder confidence.

Hamilton Deed can provide your organisation with a complete Business Continuity Management System, as described in Business Continuity ISO 22301 – 2012. Utilising tried and tested systems such as Plan–Do–Check–Act, Hamilton Deed will develop a system which can be tailored to your organisations business requirements. It will also be linked to your organisations other processes such as crisis management, emergency management and enterprise risk management.

## Information Security

Cybercrime is at the forefront of the UK government's national risk register. Organisations require effective information management and security systems. To that end electronic information management has become an integral part for the operation for any business in the world. The threats are numerous.

- Loss of data and security integrity
- Loss of client confidence
- Organisational reputation
- Costs of service disruption

Information security enhancement requires consideration of issues such as protection for data and personal information like passwords and pins. It will also require an understanding of the physical and mobile security threats to an organisation. There are links to other disciplines within organisational resilience such as business continuity and risk management systems and processes.

Hamilton Deed can provide you with support and guidance to develop an Information Security Management System. This will link with, and provide support to, the Business Continuity Management System and Quality Management system that you have.

### **Quality Management**

Organisations of any size can benefit from quality management best practice as outlined in ISO 9001. Striving for compliance with guidance supporting ISO 9001 can lead to the following things;

- Improved customer focus
- Effective leadership and governance processes
- An understanding that integrating all the people and processes is essential
- Consideration of active improvement mechanisms
- Effective evidence based decision making
- Improved relationship management with suppliers and other stakeholders

Hamilton Deed can provide a full 'health check' of existing systems for your organisation's quality management system. This will be linked to, and be developed in line with, your organisational resilience management structures.

### **General comment**

Hamilton Deed is uniquely placed to provide experts in all the disciplines that make up the organisational resilience 'systems of systems'. If you embrace this in full it will leave you with a bespoke management system tailored to your needs which links all elements of your management structure be they emergency or non-emergency focussed.