



“a fresh approach”

Zing Consulting Limited is a professional services organisation established to help businesses improve performance by supporting strategy, risk management, finance and change management.

The consulting arm of Zing specialises in the provision of financial and strategic leadership, together with project and change management.

Our “Zing” focus is to be the leading provider of independent consultancy services to both the financial services industry, and to other associated commercial businesses. In order to achieve this Zing employs consultants with an established track record within their own fields of expertise.

As an independent business, Zing is not aligned to specific consultancy models or to particular technology solutions. It is this independence which allows us to offer objective advice and services individually tailored to meet our client’s requirements. This allows us to support and reinforce an organisation’s business strategy and overall risk framework.

Based in the Channel Islands, but with established networks in other locations, Zing aims to service the needs of small and large organisations around the world.

In order to view our services and gain a better understanding of how we can help you, feel free to visit our website.

www.zingcl.com

Pandemic Preparedness

Although the Channel Islands remain “Swine Flu-free” we cannot afford to be complacent. The World Health Organization is maintaining the threat level at five, which is just one short of a full pandemic. If this strain follows the pattern of other pandemics it might die down during the summer, but come back in a more severe form in the winter.

As a regulated business you will already have done some contingency planning to enable your business to survive a disaster, but does this plan include pandemic preparedness? If not we recommend you should consider this, if not now then certainly by the Autumn. Delaying until there is evidence of a second wave could be too late.

John Harris, Director General of the Jersey Financial Services Commission has encouraged the finance industry to be as prepared as possible in this situation:

“The Commission wholly supports the need for preparedness against a potential pandemic or other critical event, both now and ongoing. There is, of course, a regulatory requirement established via the various codes of practice for financial businesses to have in place appropriate contingency plans. At this time of heightened risk, I would encourage all businesses to review the adequacy of such arrangements.”

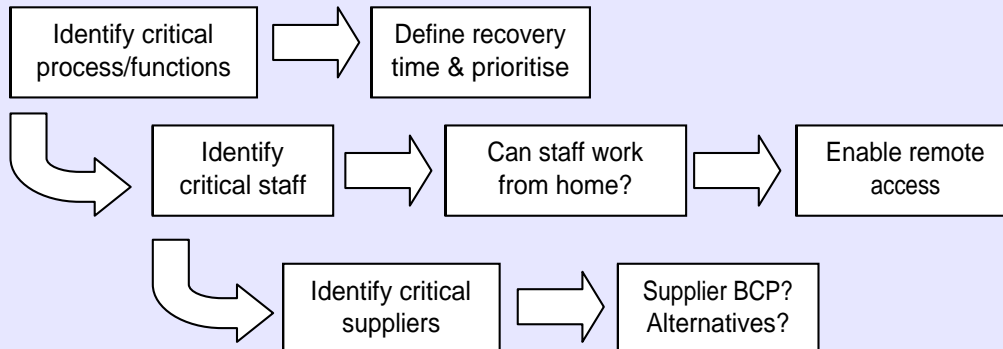
In our experience businesses have tended to focus their business continuity plan on the ‘hard’ elements such as premises, computers and communications, to cover typical disaster scenarios such as fire, flood, or major infrastructure failure. In a pandemic disaster your premises and infrastructure will be fine but you may not have the people, suppliers or partners which your business depends upon for its success.

The current high profile of a potential Swine Flu pandemic should be used as a catalyst to improve your existing business continuity / disaster recovery plans to cater for the ‘soft’ elements that could also cause your business to suffer a major loss.



Creating your Pandemic Business Continuity Plan

Start by producing a Business Impact Analysis (BIA) focusing on your critical processes, key staff that are required to deliver those processes and the supply chain required to support it. This is a good management tool and should form part of your existing business continuity plans.



Once you have identified the priority services that need to be maintained look for ‘pinch-points’ where you have minimal staff cover or expertise is held by one or two people. Consider support services such as facilities management and cleaning services as well as core operational processes.

Create a Business Continuity or Crisis Management Team with the ability and authority to make quick but considered decisions.

Put in place plans to mitigate against these single point of failure risks by cross-training, use of staff from other locations, retirees etc. Make sure you also include your critical suppliers or outsource partners.

Communication is vital; make sure your plans are understood by all your staff. Consider rolling out awareness training and/or conducting tabletop exercises including scenarios involving varying levels of staff absence.

Helping you with Pandemic Business Continuity planning

A pandemic is likely to have a significant impact on your business, its clients and supply chain so it is important that you devote time to identifying the areas where you are most at risk. We are available to help you deal with this risk if the current outbreak continues or gets worse.

The specific advisory services that we offer in this area include:

- A free consultation about current plans, preparedness and staff awareness
- A review of your current business continuity plan, focusing on pandemic preparedness
- Practical assistance assessing and managing the operational impacts caused by breakdowns in your supply chain, staff absence, working from home and other interruptions
- Development and delivery of revised or new Business Continuity / pandemic preparedness plans
- Awareness training, exercises or scenario planning with your staff to bring your whole business up to the same level of preparation
- Ongoing review and updating of your plans and updates of new information and best practice as it becomes available

How Zing will benefit your business

Zing will initiate or put back on track the most important part of your organisations arsenal against business failure. We will also help ensure you are meeting your regulatory requirements in respect of business continuity.

By engaging with Zing you will gain the benefit of the many years of project management, risk, compliance, finance and operations experience within all sectors of the financial services industry.

Who to contact if you want to discuss this further

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