



Boosting Caribbean OCT Enterprises

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# BUSINESS CONTINUITY PLANNING WORKSHOP FOR MICRO, SMALL AND MEDIUM ENTERPRISE



**BVICCHA**

Centre for Applied Marine Studies

29 May – 7 June 2017

9:00 a.m. – 4:30 p.m.

# Business Continuity Planning Workshop for Micro, Small and Medium Enterprise

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## DONOR BACKGROUND

The COSME Programme was launched on April 1, 2014 on the island of Tortola (BVI). There the parties involved in management of the program met in person and via video conference to start up the Programme. The 41 month programme will disperse \$15M Euros to projects benefiting participating Caribbean Territories. The funds were made available by the European Union (EU). The COSME Programme joins forces with the H. Lavity Stoutt Community College, in collaboration with the added support from the BVI Chamber of Commerce and Hotel Association, the Department of Trade, Investment Promotions & Consumer Affairs and the Department of Disaster Management to deliver this 10 day training and technical assistance in the development of Business Continuity Plans for Micro, Small and Medium-sized Enterprises (MSME) Operators.

## WORKSHOP BACKGROUND

Business Continuity Management (BCM) is more than just “disaster recovery” it is about prevention of loss, and preparing for disruptive incidents that may cripple organisation functionality, or even causing operational ruining. The most common effects of disruptions were staff being unable to report to work due to travel difficulties or closures in school/childcare and business meetings being cancelled. More importantly, a Business Continuity Plan can help all businesses when faced with that kind of organisation disruption.

## LEARNING OUTCOMES

This practical continuity planning workshop provides a comprehensive overview and understanding of the business continuity process through practical tools and techniques for Micro, Small and Medium businesses to examine areas that will affect businesses.

The main objectives of the workshop will be to:

- Identify the key components of the contingency planning process;
- Understand the importance of continuity planning for businesses;
- Utilise continuity planning tools to develop tailored Business Continuity Plans for Micro, Small and Medium Enterprises
- Expose participants how to use tools to prepare for, respond to and recovery from emergencies in the workplace

# Business Continuity Planning Workshop for Micro, Small and Medium Enterprise

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## MATERIALS REQUIRED FOR FULL PARTICIPATION

- *Laptop*
- *Workshop Manual with BCP tools*
- *PowerPoint Presentations and class handouts*
- *Excel Spreadsheets of BCM Activities*
- *Word document templates of BCM plans*
- *Software tools on Business Continuity Planning*

## EXPECTED RESULTS

At the end of the training, participants will have:

- An in-depth understanding of the importance of Business Continuity planning and the need to develop a plan for their businesses
- A draft Business Continuity Plan
- Basic First Aid /CPR certification
- A Certificate of Completion in Business Continuity Planning for Micro, Small and Medium Enterprise

## ELIGIBILITY

- Be a registered Micro, Small and Medium Enterprise Operator in the Virgin Islands.
- Participants must provide a detailed brief on their existing operation and/or current employment.

## INSTRUCTORS

Virgin Islands-based Certified Continuity Managers from the National Institute for Business Continuity Management.

## METHOD OF INSTRUCTION & DELIVERY

- The workshop will be conducted by experienced professionals who would utilise interactive activities and provide opportunities for participants to exchange views.

# Business Continuity Planning Workshop for Micro, Small and Medium Enterprise

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## METHOD OF INSTRUCTION & DELIVERY

- Participants will be required to develop a draft Business Continuity Plan during the workshop using the planning tools and guidance provided.
- 10 businesses will be selected to receive 6-days of one-on-one training from a Certified Continuity Manager to enhance the draft Business Continuity Plan developed during the workshop. These selected businesses will be required to:
  - Sign a letter of commitment indicating a willingness to finalise the draft Business Continuity Plan within 2 weeks of the workshop completion
  - Make a 5 minute presentation on the lessons learnt from the process at the closing ceremony

## METHOD OF ASSESSMENT

Preparation of a Drafted Business Continuity Plan Outline.

## TARGETED AUDIENCE

15-20 for Micro, Small and Medium Enterprises that are registered and are in good standing with the Department of Trade, Investment Promotions and Consumer Affairs.

## REGISTRATION

To register for the workshop, Micro, Small and Medium Enterprises must submit the registration form to the Centre for Professional development and Community Education on/before 24 May 2017, in order to secure a space. **NO** payment is required for registering for this course.

## WORKSHOP CERTIFICATES

At the conclusion of this programme, participants that complete the full programme will receive Certificates of Completion.

# Business Continuity Planning Workshop for Micro, Small and Medium Enterprise

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## CONTACT INFORMATION

For further details about the registration process and other matters related to the workshop, please contact any of the following persons:

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# Business Continuity Planning Workshop for Micro, Small and Medium Enterprise

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## ANNOTATED AGENDA

### DAY 1

#### Welcome

#### Introduction of participants and facilitators

#### Overview of expectations and objectives of the workshop

- **Introduction to Comprehensive Disaster Contingency Planning**
  - a. Contingency Planning process
  - b. Continuity planning for Micro, Small and Medium Enterprise
  - c. Group work to conduct a Risk Assessment and Resource Mapping of existing facility (Identification of risk/hazards, prioritization (Scenarios), impact and frequency)

### DAY 2

#### Recap of Day 1

- **Evacuation Planning**

This model describes the generic emergency procedures for evacuating a building in case of a fire, bomb threat or any other emergency.
- **Damage Assessment**

The basic concepts related to damage assessment will be explained as well as the basic operations of the local damage assessment process
- **Drafting of the Business Contingency Plan**

### DAY 3

- **Basic First Aid Training**

This module equips participants with the critical skills needed to respond to and manage situations requiring First Aid, choking and sudden cardiac arrest emergency in the first few minutes until emergency medical services arrives. Participants will learn skills such as how to treat bleeding, sprains, shock and other first aid emergencies. Participants must successfully complete all elements of this module in order to receive the Basic First Aid/CPR certification from BVI Red Cross.

# Business Continuity Planning Workshop for Micro, Small and Medium Enterprise

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## DAY 4

- **Enhancing the draft Business Contingency Plan**
- **Safety in the Workplace and Fire Suppression**

This two-part unit will provide participants with the knowledge and skills needed to reduce or eliminate fire hazards and extinguish small fires. Participants will learn about fire chemistry, fire and utility hazards in the home, workplace and neighborhood and fire size up considerations. They will be trained in the correct use of the fire-fighting and fire suppression safety resources needed to extinguish small fires.
- **Exercising Design**

This module explores the basis of emergency management exercise design. At the end of the module, participant will understand the importance of using simulations exercises to test disaster plans.

## Wrap up

## DAYS 5 – 8

Technical Assistance to be provided to participating Micro, Small and Medium-sized Enterprises (MSME) Operators. Technical assistance will be provided off-site. Participating Micro, Small and Medium-sized Enterprises (MSME) Operators will be assigned a technical assistance advisor. Additionally, participating Micro, Small and Medium-sized Enterprises (MSME) Operators must fulfill at least four full contact hours with their assigned technical assistance advisor to adequately complete this assignment.

## DAY 9

Presentations of drafted Business Continuity Plans by participating Micro, Small and Medium-sized Enterprises (MSME) Operators.

## DAY 10

### Closing Ceremony

**Participants will be issued a Certificate of Completion the closing ceremony.**