

TIPS FOR MANAGING CRISIS AND DISRUPTION

As we mark the 10th anniversary of the February earthquake in Canterbury, NZ we share ten key lessons we have learnt through our years of research and working with organisations to build their resilience. Our tips also draw on the data we have gathered from thousands of businesses impacted by the Canterbury earthquakes, by COVID-19, and other national and international disruptive events.

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PLAN TO ADAPT: PLANNING AND PREPAREDNESS

Resilience is
50% planning and
50% agility.

Resilient New Zealand (2016)



Good business continuity planning helps reduce the impacts of a crisis

After the Canterbury earthquakes, organisations with communication plans were able to cover the basics (checking on staff, contacting key customers and key suppliers) quickly and efficiently. Also those with IT backups were able to readily access important information.

Having clearly defined critical functions enabled organisations to begin their recovery arrangements quickly and with a lower likelihood of effort wasted on non-essential actions.

Business continuity plans need to be adaptive

Plans need to also take into account the level of societal and personal disruption that is likely to occur, including loss of access, impacts on staff, and changes to demand.

Whilst these may be hard to specifically plan for, there are steps you can take pre-event to position your organisation to better adapt in any disrupted environment.



Build your organisation's adaptive capacity

- ✓ Include principles in your plans to support staff post-event.
- ✓ Build the personal resilience of employees in non-crisis times.
- ✓ Identify and develop leadership at all levels within the organisation.
- ✓ Make sure your plans remind you to consider opportunities in the post-disaster environment.
- ✓ Build a culture of capturing lessons learned and enacting rapid improvement.

Find out more about building adaptive business continuity plans

- ✓ Shut Happens: A short guide to preparing for the unexpected resorgs.org.nz/shut-happens
- ✓ Building adaptive plans that embrace uncertainty and change resorgs.org.nz/building-adaptive-business-continuity-plans

Need reassurance that your plans are fit for purpose? Get in touch to see how our team can help.

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