

BUSINESS PROTECTION POLICY GROUP MEETING
LOTHIAN & BORDERS POLICE HEADQUARTERS, EAST FETTES AVENUE,
EDINBURGH
10.00AM – 11.30AM ON THURSDAY, 22ND NOVEMBER, 2007

MINUTES

Attendees:

Tom Halpin (Chair)	<i>Lothian & Borders Police</i>
Graham Birse (Co-Chair)	<i>Edinburgh Chamber of Commerce</i>
Amanda McGrath	<i>Lothian & Borders Police</i>
Roy Durie	<i>Rydens</i>
Brian Lochhead	<i>Norwich Union</i>
Alistair Hutton	<i>Lloyds TSB</i>
Hillary Woodrow	<i>John Lewis</i>
Steve Sansbury	<i>Lothian & Borders Fire and Rescue</i>
John Mullan	<i>Lothian Buses</i>
Alison Muckersie	<i>Edinburgh City Council</i>
Frank Connelly	<i>Standard Life</i>
Jamal Khan	<i>Cisco Systems</i>
Paul Mackie	<i>Datpro</i>
Andrew Sinclair	<i>Glen Abbot Ltd.</i>

1. Introduction -Tom Halpin

T Halpin welcomed everyone to the meeting and introduced two new members to the group, Alison Muckersie and Andrew Sinclair and thanked them all for their continued support. The purpose of this meeting is to agree on the aims and objectives of the group going forward.

2.

Apologies:

J P Kavanagh	<i>The Sheraton Grand Hotel & Spa</i>
Ed Lyndsey	<i>BT Global</i>
Janet Hamblin	<i>Baker Tilly</i>
Erick Davidson	<i>Tayburn</i>
Gordon Mckie	<i>Scottish Rugby Union</i>

3. The Minutes of the last meeting were discussed and agreed that this was a true record of the meeting.

4. Action Updates – Tom Halpin

1. To produce a Business Continuity Plan Template - ECC

Draft plan was submitted for potential publication on website – to be discussed during meeting see 3.1.

2. To produce a draft mission statement - G Birse and A McGrath

Circulated to group and to be discussed during meeting see 3.2.

3. To Co-ordinate the above activities and establish what each group member has to offer in terms of skills and their training needs – A McGrath

Establish what areas to take forward see 3.2.

4. Arrangements for Argus Presentation – A McGrath

This presentation has taken place and is now complete

5. Items for Discussion

5.1 Facilitated discussion to discuss the Business Continuity Plan template:

T Halpin asked the group for their comments on the business continuity plan, which had been circulated prior to the meeting. B Lochhead advised that he had passed it to another member of his team and would be able to comment further in two weeks time, although broadly speaking it looked fine. A Sinclair stated that this was a particular niche within his Company and advised from experience, “the simpler the better” was found to have more effect. He asked the group whom the plan was to be aimed at eg small, large businesses and felt it was important to determine the strategy and believed the key was to look after people eg Health and Safety and then to look after business needs. The group as a whole agreed and T Halpin confirmed that these points were helpful. H Woodrow referred to the Argus DVD and agreed that protecting people and customers must come first.

T Halpin generated discussion by asking “what are we trying to achieve as a Chamber, what type of service do we want to offer and realistically what can we achieve.

G Birse asked what is the understanding of the business continuity plan. He suggested that we need a simple “janet and john” approach, with do’s and don’ts and did not believe it would be feasible to provide a different type of document for different sizes of businesses. S Sansbury related a recent fire incident and asked how we could get the message out to smaller firms. G Birse advised there were a number of channels through events, magazines, regional journals and websites. P Mackie then queried the amount of interest websites and magazines would generate from small businesses, but agreed that it

needed to be kept simple. He felt we should not only make them aware of the problems, but also help them to the next stage. John Mullan stated that most major businesses have plans in place and small businesses had the most to gain from this plan. F Connelly agreed with this. G Birse advised that A McGrath had sent out questionnaires and had 384 responses, 125 from small businesses, confirming that there was significant interest from the business community.

T Halpin agreed the need to find out what “awareness” was out there and put together the plan in plain English. He reiterated that the product won’t be the finished item and that it will need to be developed through the group’s involvement and by the time it was circulated it would have matured through these processes. G Birse agreed and confirmed that once we had something meaningful we could go back out to the media. F Connelly stated that we also needed to measure its success. T Halpin confirmed that we could go back and identify incidents where data had been lost and statements from real people would have a strong impact. At this point T Halpin summarised the group discussion and agreed the following actions.

ACTION

T Halpin and S Sansbury to identify incidents that would highlight the importance of having a continuity plan in place (i.e. scaffolding collapse)

ACTION

A McGrath to collate information re above action and discuss further with S Sansbury and A Sinclair as to how it can be used to raise awareness amongst smaller businesses for the need for a continuity plan.

5.2 Mission Statement and Business Plan – G Birse/A McGrath

G Birse confirmed the aim was to deliver the best business protection and continuity environment and to determine how to measure the success of the plan and what benchmark should be used. He confirmed that Edinburgh had a lot to offer in terms of location, low crime levels and was not aware of any other groups within Edinburgh like this one.

A McGrath gave the group an overview of the objectives of the plan and sought agreement on the following:

- 1) To research, promote and share best practice in terms of business asset protection with the wider business community**

- 2) **Through research and information sharing, establish the needs and wants of individual business sectors in terms of business protection**
- 3) **To ensure by 2010 that Edinburgh's business protection and continuity environment ranks within the top 5 cities within the UK**

T Halpin stated at this point that we as a Chamber need to be clear where we want to be; are we aiming at a UK or a Scotland area? A Muckersie stated that she was a member of a Glasgow/Edinburgh collaboration with the City Councils and wondered if the projects could be linked. G Birse agreed he was all in favour of sharing but it would depend upon customer requirements and R Durie stated we should have open communication with Glasgow and that it should be on a UK basis not a Scottish basis. T Halpin stated that we needed to make a statement as a group and set out our aims, that as a chamber we fully support Edinburgh & Glasgow, but currently we are representing businesses in Edinburgh. F Connelly agreed that we will always have competition but do need to collaborate, at the same time keep the "Edinburgh" flag flying. T Halpin agreed but confirmed as a group we need to clarify our aim. Discussions took place and a mission statement was agreed.

Outcomes:

1. The mission statement: **"To deliver the best business protection and continuity environment in the UK"** was agreed.
2. The objectives were agreed with the addition of: **to be No. 1 in Scotland**

A McGrath went on to discuss the proposed key focus areas of the Business Plan:

- **Business Continuity Planning and Disaster Recovery**
- **Physical Security – buildings, CCTV, computer systems etc**
- **People – staff and customer welfare; internal threats**
- **Information sharing in terms of skills and training**

B Lochhead felt that health and safety was not prominent in those groups and that day-to-day risks as well as protection of business should be covered. A McGrath asked the group if they felt it should be a separate area. T Halpin felt that the areas should be kept tight rather than expanded, and he saw the need to develop awareness of health and safety in small enterprises, but that we had to be careful about the wording and remember that actual responsibility remains with the owner. P Mackie added that rather than adopt as

another agenda, we needed to find out if businesses are aware of the consequences if they fail to comply with Health and Safety regulation and advised that there are solutions out there. R Durie agreed that if real-life examples are given to people they are more likely to take notice. A McGrath stated that she felt the topic of 'Information sharing in terms of skills and training' could be reflected in the objectives of the business plan as it was relevant to all the key areas and should not stand as a single item. This was agreed by the group.

A Hutton suggested that health and safety could be a sub of People and that a health and safety business plan instead of a health and safety continuity plan should be considered. G Birse suggested that we explain "why" it was an important area as opposed to "how".

Outcomes:

The Business Plan was accepted by the group with the following amendments:

- **Health and Safety would be a topic included under the 'People' heading.**
- **Information sharing in terms of skills and training to be reflected in the objectives of the business plan and removed from the key focus areas**

ACTION:

A McGrath to update the Business Plan with the necessary amendments

At this point in the meeting, it was agreed that after the next discussion the group would split into three syndicates as per the agreed key focus areas to discuss the way forward.

5.3 Project Argus – T Halpin

T Halpin asked if the "Argus Presentation" had been worthwhile and could we use this in the future. There was no adverse feedback comment on the day and everyone had found it worthwhile. G Birse agreed it had been worthwhile and the DVD was both realistic and interactive. He felt the questions could have been more challenging but definitely worth repeating with businesses. R Durie agreed and felt it was an excellent communicator in getting the message out there. .

Mr Halpin agreed that it gave a strong message and it was worth promoting to the wider business community. He acknowledged that it was important to use the correct language eg give awareness without frightening and that the introduction to the presentation should be more generic and not specifically focussed on the retail sector. A. McGrath stated that she had already passed the information on to the facilitators.

6. Syndicate work on how to deliver the agreed key focus areas

The group split into the three syndicates for a 10 minute session to discuss how to progress the agreed focus areas.

The group reassembled and summarised their deliberations. T Halpin concluded that there was now a definite way forward and there was a need to “put meat around the bone”. As a group we need to be committed and will require to do work outside the group. At this point T Halpin asked for commitment, including additional work outside the group and this was universally agreed.

Outcomes

Each of the key focus areas will have a lead, with other members of the group giving necessary support :

Focus Area	Lead
Business Continuity Planning and Disaster Recovery	Andrew Sinclair
Physical Protection	Roy Durie
People	Hillary Woodrow

It was agreed to progress the following issues under each of the key focus areas as follows:

Business continuity planning and disaster recovery

- **Communications strategy and awareness raising**
- **Further Argus Events and other exercises**
- **Establish mentoring networks**
- **Examine Edinburgh’s current position with other UK cities in terms of business continuity and protection**

Physical Protection

- **Look at building materials eg damage caused by glass etc**
- **CCTV**
- **Computer Systems**

People

- **Raise awareness of legal obligations in terms of employer liability**
- **Health and safety issues – are businesses prepared?**
- **Use Argus as a way of promoting continuity to SME’s. Introduce case studies and make voluntary sector aware, present in simple steps**

ACTION

Each lead (A. Sinclair; R Durie; H Woodrow,) with assistance of the group, to produce an outline paper on how they intend to address the topics listed under their focus areas. Papers to be submitted to A. McGrath for circulation prior to the next meeting in February

ACTION:

A McGrath to provide information to Roy Durie on CCTV advice and Secure by Design

7. AOB – T Halpin

T Halpin confirmed the offer of a presentation from BT Global on business continuity planning. R Durie agreed it would be good for his business and it was agreed that each individual should discuss directly with E Lyndsey from BT Global.

G Birse suggested that Scotland Business Crime Centre should be put on the next agenda; this was agreed by T Halpin.

T Halpin thanked everyone for attending the meeting and suggested that future meetings should take place on a quarterly basis at differing locations. The next two dates were suggested as 28th February 2008 and 29th May 2008..

ACTION

A. McGrath to contact SBCC (Scottish Business Crime Centre) to ascertain whether they could do a presentation to the group on their activities at the next meeting

- 8. Date of next meeting 28th February, 2008 (*location to be confirmed*).**
Date of further meeting 29th May – location to be confirmed.