



By Joe Schollaert

A Good Plan Makes for a Better Business

In light of the devastating natural disasters, corporate scandals, labor strikes and industrial accidents that have plagued the U.S. in recent years, more businesses are realizing that not every eventuality can be anticipated. They are also realizing that now—more than ever—it is not what happens to adversely affect operations, it is how you respond to it.

Tips to ensure business continuity

As demonstrated by the effects of recent flu outbreaks, economic implosions and devastating natural disasters, it is one thing to have a contingency plan in place; however, it is quite another to make that plan viable and to act on it appropriately.

Businesses across the country are realizing the value of contracting with a company whose business is to help their clients stay in business during trying times.

To cope with any corporate turmoil, look for a consulting firm with a proven track record of assisting a variety of companies through rough spots. Look for a company that has vast resources from which to draw, including a personnel force that includes security officers, negotiations specialists and skilled replacement workers.

Whether you are faced with impending labor negotiations, are reeling from the effects of an industrial accident, dealing with a facility closing or trying to keep operations up and running after some sort of environmental crisis, there are ways

to ensure service is only minimally or not at all interrupted.

To ensure business continuity:

- Have the wisdom to plan. Companies cannot afford to be unprepared for a business setback. With the right plan in place, you can minimize your risk. A good contingency plan will include allowances for the necessary specialized security personnel and logistical support as needed, supplemental labor replacement and solid clean-up strategies.
- Create a contingency planning committee to oversee this effort, then have an expert review the plan to ensure proper goals have been established, workable timelines have been set up and the logistics are accurate. The result should be a comprehensive plan ready to be implemented at a moment's notice.
- Develop security measures. Regardless of the reason why your business is in potential turmoil, you are going to need

security. The personnel you bring on board should have a background in law enforcement, criminal investigation, military operations or specialized security. Before security forces are dispatched, you should thoroughly review your company's facilities, operations and existing security practices. In this manner, strengths are identified and vulnerabilities are located. The security team you contract with should be well versed in National Labor Relations Board regulations and should comply with all state requirements, including knowing when and how to use video for documentation and incident reports. The security plan should also include some sort of executive and family protection for high-ranking members of your company, and employees should know their role in ensuring security.

- When it comes to the replacement workers themselves, act