



Volcanic Cloud

The main reporting has been on individuals epic efforts to return home after holidays, business trips and so on. However, what has not been reported is the knock-on effect on businesses this has had. Apart from the obvious effect of physical goods not being distributed as planned, there is a more subtle business interruption, that of missing people.

The timing was unfortunate; in the UK many families use the Easter break to go on holiday which requires key personnel to book (i.e. plan) a defined time away from their jobs. Usually contingency plans are in place to accommodate this, but what we have seen happening during this event is no contingency planning for this extended absence from work. Meetings have had to be postponed, decisions put on hold, and business machinations slowing down. It's like a pebble thrown into a pond and watching the ripples flowing outwards; customers, suppliers, third parties, all effected by events out of our control. And it's not only commercial businesses effected in this way, schools, hospitals, have all suffered in some way from these events.

Not all business disruptions are caused by local events such as fire, floods, but we have now seen and experienced the effect of remote activities, and how they can severely disrupt business in many different ways.

Having a comprehensive **Business Continuity Plan** in place will help to reduce the impact of events that we cannot predict, or control.

