

Teckwah Group



Persisting against the odds

You wouldn't think to leave things to chance when it comes to protecting your home and your possessions. You would take out insurance so that should the unthinkable happen, your home and personal possessions are protected.

Teckwah Group believes it should be no different when it comes to protecting your business operations. That is why this major player in printing and packaging industry persisted against the odds to become the first company in Singapore to achieve third party certification on SS 540:2008, the Singapore Standard that advocates Business Continuity Management (BCM).

The SS 540 BCM framework covers six areas: Risk Analysis and Review, Business Impact Analysis, Business Continuity Plan, Tests and Exercises, and Programme Management and four components: Policies, Processes, People and Infrastructure, in a matrix, and is applicable to all organisations regardless of size.

Pioneering the way yet again

"We were the first Singapore company in printing and packaging industry to be awarded ISO 9000 and it is no surprise that we should lead the way with BCM as well," says Mr Chua Kee Seng Thomas, Chairman and Managing Director. Indeed, Teckwah is the first company in its industry to achieve SS 540, but that in itself brought its challenges.

The main challenge Teckwah faced during the implementation process was finding facilities in which it could resume its operations should any section of its business be grounded due to some unforeseen tragedy such as fire, natural disaster, terrorism or disease pandemic. With no other company in the industry taking these kinds of contingency measures, Teckwah took quite some time to find a selection of facilities belonging to non-

direct competitors in the industry and to persuade these companies to take them in should their business continuity be threatened. "Had there been other companies within the industry going through the same BCM process, we would have easily been able to trade on each others' facilities," recalls Mr Chua.

What matters is the end result

So why did Teckwah persist with the implementation given the difficulties, especially when no other company in its industry was doing so? As Mr Chua explains, it wasn't the process itself that was important, or the need to beat the competition, but the end result of having business continuity in place in order to deliver for its customers in any eventuality.

"We serve mainly MNC customers, and need to respond to them worldwide. Customers aren't going to wait for us if we have to close down for a week to rebuild operations after a disaster," explains Mr Chua. "We would lose the business. It's as simple as that. BCM ensures that this is not going to happen."

Searching for additional locations is a work in progress as the Group struggles on alone in its vision. At its existing emergency locations the company organises annual exercises to give staff practice of worst case scenario business disruptions. It has set up task forces to cope with different scenarios and instigated up a plan of action for which each staff has the responsibility to mobilise teams when needed.

"Unlike ISO 9000 that has become almost a prerequisite if one wants to do business with MNC, BCM says something about your company," concludes Mr Chua. "It says that you care about service delivery to your customers and have planned ahead to ensure that service continues. It does not give immediate return. But it provides you sustainability."

NATIONAL BUSINESS CONTINUITY MANAGEMENT PROGRAMME

ABOUT THE PROGRAMME

Business Continuity Management (BCM) is a holistic management process that helps companies continue their business in the event of a crisis, through putting in place contingency plans that protect critical areas of the business.

This programme helps companies defray part of the cost to implement BCM and obtain BCM certification to SS 540:2008, the Singapore Standard for Business Continuity Management or equivalent.

IMPORTANCE OF THE PROGRAMME

A BCM ready organisation is able to:

- Be recognised as a reliable and sustainable business partner
- Enhance business reputation and consumer confidence
- Protect assets and the business infrastructure
- Maintain operations and minimise financial impact during crises

WHO CAN APPLY

All Singapore-registered companies can apply for the programme.

FINANCIAL ASSISTANCE

Individual SMEs or consortiums can apply for support to help defray part of the cost to become BCM ready and obtain SS540 certification.

- SMEs* can get up to 50% subsidy (or up to 70% subsidy for applications received before 31 January 2011).

* SMEs refer to companies with at least 30% local shareholding, fixed assets below S\$15 million and hire less than 200 employees for non manufacturing companies.

- Larger businesses forming consortiums** with SMEs critical to their businesses can get up to 70% subsidy.

** Consortiums should involve at least 3 companies with at least 50% SME participation. E.g. One large company with two SME suppliers.

Qualifying costs include:

- Salary/training of staff involved in the BCM certification project
- Cost of engaging third party consultancy service to support the process of SS540
- BCM certification cost
- IT Hardware/software needed to implement BCM