



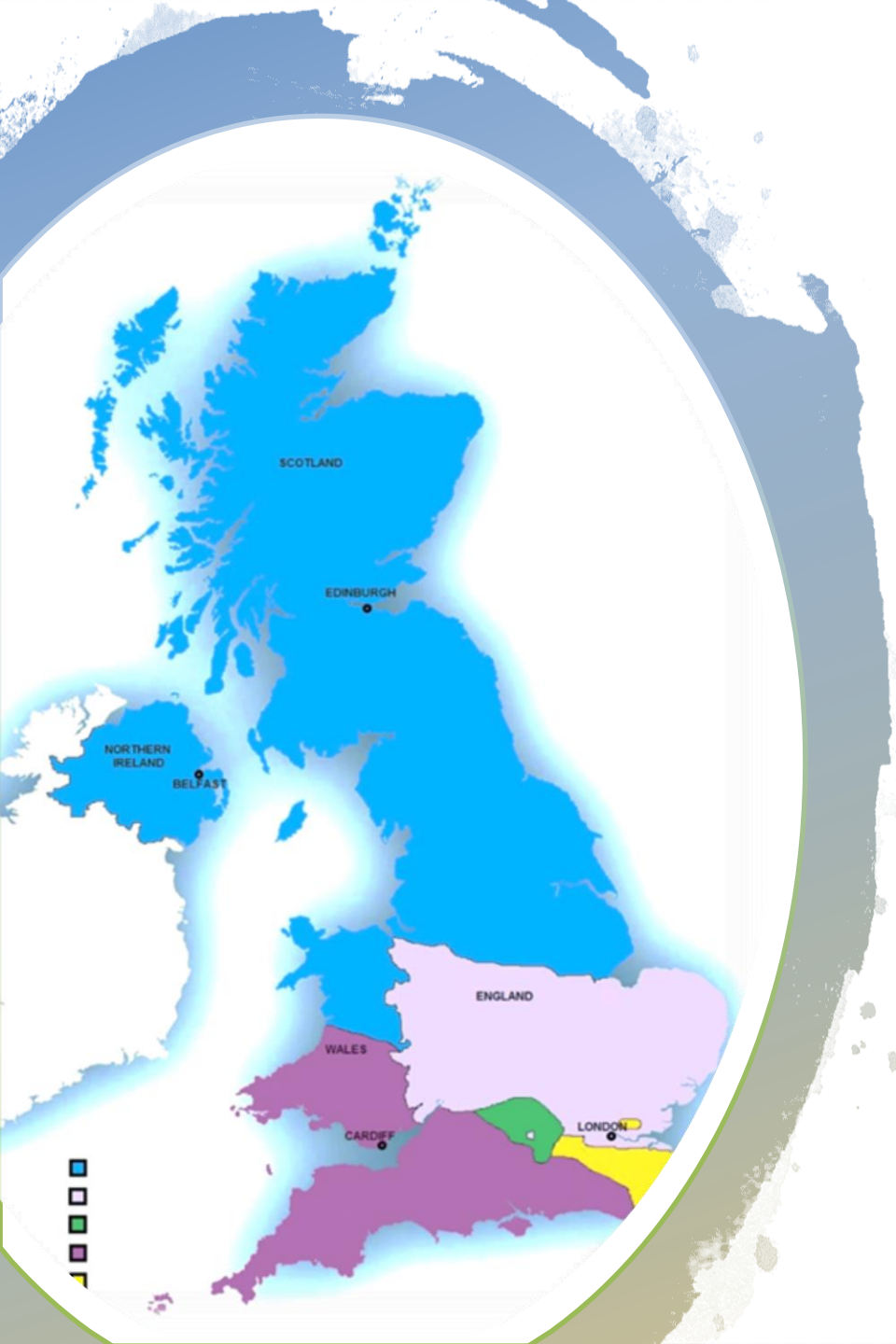
Border Force

## HR Business Continuity Plan

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# UK Border Force Context in 2020-2021



- Two unprecedented challenges... at the same time...
- EU Transition – 31<sup>st</sup> December 2020 @ 2300
  - Resources
  - Training
- Covid-19 Pandemic
  - Transmission rates
  - Social restrictions

In times of crisis, HRM departments should continue to serve staff in an appropriate way to ensure their engagement and productivity while being safe and healthy.

Engagement and  
productivity



Safe and healthy

What is the  
relationship  
between the two?

Can you have one  
without the other?

How do you  
maximise them  
both?

## How to maximise engagement and productivity?

What is the **work** that must be done?



Where can the work can be done?

How can **technology** help?



Have your **Line Managers** got the right Capabilities?



What will you **reward**?

## How to maximise employee health and safety?

How will you **mitigate** hazards and risks?



How do you help colleagues feel **safe** and secure?

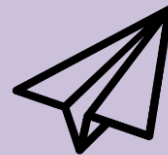
What about **health and wellbeing**?



How can you **shelter** colleagues from the storm?

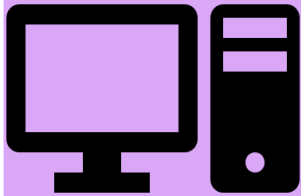


What is happening **outside work** that impacts inside work?



How will you **communicate**?

# How could HRM benefit from enhanced digitalization to ensure business continuity in a crisis context?



## Technology our colleagues use

- What technology do colleagues have? Are your systems accessible from home? From a smart phone/tablet?
- Do they know how to use it?
- How do they keep you updated on important changes?
- Can they use this equipment safely from other locations?



## Technology our partners use

- Is the technology to enable virtual services like casework, counselling, recruitment, learning?
- Have our partners got the right equipment, bandwidth, training?
- How resilient are suppliers business continuity plans?



## Technology our teams use

- How do you know that you have the right people, with the right skills, in the right place?
- What happened yesterday? What is happening today? What might happen tomorrow? And how will you react...?

# What are the main HRM processes that Customs HR professionals ought to focus on?



Critical activities that cannot be compromised

Critical activities that can only be compromised with authority

Activities which are less critical and on which there could be some compromise

Activities which can be scaled back or stopped temporarily

# What are the main HRM processes that Customs HR professionals ought to focus on?

- What will happen if you...?

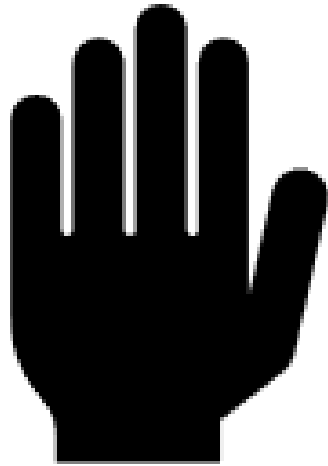


# The list of critical processes will be different for every HR team...

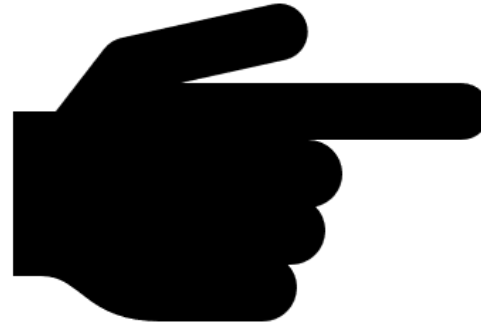
- What will be critical for you?







STOP



START



CONTINUE

How can HR professionals prepare for and conduct business recovery when the situation returns to normal?



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Thank you