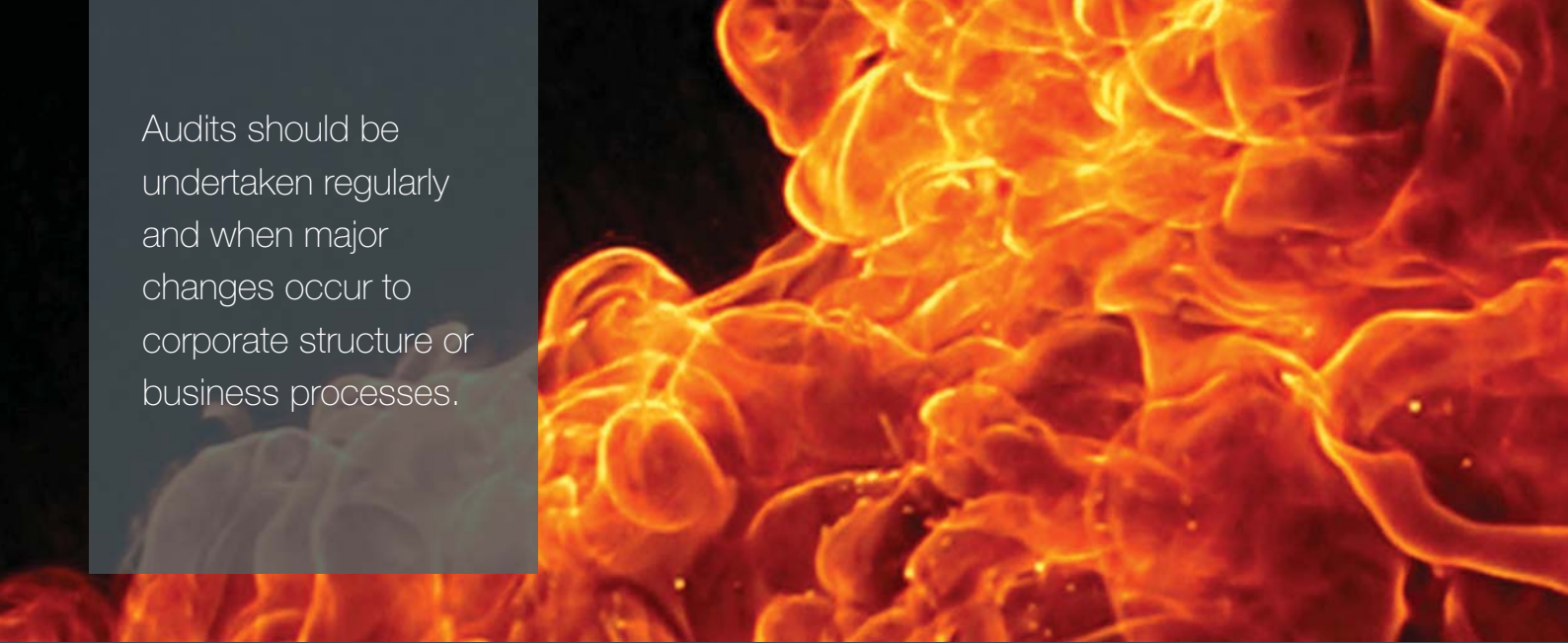


# Business Continuity Management



GLOBAL RISK SOLUTIONS





Audits should be undertaken regularly and when major changes occur to corporate structure or business processes.

A business continuity management (BCM) programme should provide a fit for purpose response and recovery capability, commensurate with business objectives and stakeholder needs. Ultimately, success will rely on senior executives being able to easily use the plan under rapidly changing and time pressured conditions

## Service defined by you

This is no mean feat. It requires commitment from the top down, a deep understanding of the process – through training, rehearsals and knowledge of the plan (responses) – and an ability to spread that knowledge through the organisation. Some organisations choose to pass primary responsibility for developing the programme to an outside consultant, taking ownership once the process is in place. Others retain control but with varying degrees of external support with regards to facilitation and technical input.

Our business continuity service recognises these differences. It is shaped around your needs allowing you to select all or part of the service. You benefit from our substantial experience and best practice processes where you need them most and in a way that ensures you retain control, develop your own knowledge and capability, and are able to transfer them throughout your organisation.

## A learning experience

It is widely recognised that learning is enhanced through actual participation. This is probably why our pilot programme is so popular. Our consultant takes the lead in developing a BCM process for one location or subsidiary, shadowed by your business continuity manager.

## Adding another dimension

Not only that but our clients gain other advantages. Increasing resilience to interruption and loss often leads to business process improvement. Furthermore, our consultants are not just business continuity specialists, but highly skilled in Business Interruption (BI) insurance knowledge. They are able to comment on key insurance considerations and help you communicate the programme in a way that will positively assist the insurance placement. This link between business continuity management and the insurance design and placement is too often missed.



## Service options

Our BCM process follows a number of logical and well-established steps, benchmarked against global standards. We have substantial experience in helping organisations through the process, using a variety of techniques and proprietary tools. This helps you avoid common pitfalls and reduce the time spent.

- Business Impact Analysis - questionnaires, interview and feedback
- Development of roles and responsibilities, major incident response procedures, crisis management procedures.
- Development of defined and articulated business recovery strategies.
- Tools for embedding the plan, processes and knowledge into organisational culture.
- Support throughout the development of auditing, maintenance and exercising protocols.

## Risk Consultancy Practice

The risk consulting team is led by Tim Cracknell and Chris Rigby Smith who are our recognised specialists in the field of Business Interruption and Business Continuity Management.

Their consulting work over many years with leading organisations in the US and globally has given them substantial experience in most industry sectors. This has enabled them to develop cost effective consultancy solutions to help clients manage the interruption and continuity risks that arise from an increasingly complex and competitive environment.

**In addition to Business Continuity Management, our consulting services focus on these key areas:**

**Business Interruption Insurance Review** - a technical report addressing the adequacy of your business interruption insurance programme. This follows an in depth evaluation of your insurable exposures, key vulnerabilities and operational interdependencies and an assessment of potential loss scenarios and resultant business impacts and costs.

**Supply Chain Interruption Risk Assessment** - a detailed understanding of the exposures to your supply chains (physical, regulatory and commercial). This will increase your organisational resilience and facilitate the procurement of expanded and appropriate insurance cover.

**Business Continuity Management Audit** - helping you to benchmark your current capability against international standards, other organisations and industry sectors and to identify and prioritise development areas to enhance your business continuity programme.

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