

MARSH RISK CONSULTING

Business Continuity Management



CAN YOUR COMPANY HANDLE DISRUPTION?

Sudden events and disruptions can damage your company's operations, financial health and stakeholders' confidence, and can even drive your company out of business. In today's unpredictable environment, the ability to manage disruptions is essential for all companies.

Examples of disruptive events:

- Fire
- Product recall
- Natural catastrophes and extreme weather events
- Cyber attack
- Political unrest and violence

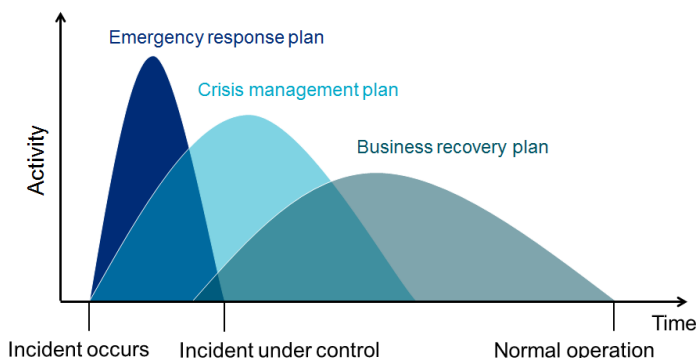
In a hyper-connected world, events in other industries and other parts of the world can have repercussions for your company.

The increasing dependence of internet- and computer-based systems also creates new vulnerabilities that must be addressed.

BUSINESS CONTINUITY MANAGEMENT

Business continuity management (BCM) is a holistic programme that identifies potential risks, judges their consequences and provides a framework for preparedness, response and recovery.

In order to be able to handle disruption, you must have a BCM programme that covers how your company will deal with disruptions from response to recovery (see figure below), and it must be regularly reviewed, updated and tested.



MARSH RISK CONSULTING

Marsh Risk Consulting (MRC) helps clients to build resilience towards the daily risks as well as the risks of tomorrow.

We have in-depth knowledge about best practice risk management and we are eager to share our knowledge with your staff to ensure that your company are ready to handle the different risks you face.

Our specialists in business continuity management are located around the globe, and are mobile, highly qualified with extensive experience in business continuity management. We have helped numerous clients manage their risks and strengthen their resilience.



800 ISSUE- AND INDUSTRY-SPECIFIC SPECIALISTS



LOCATED IN MORE THAN **40 COUNTRIES** AROUND THE GLOBE



A BCM programme has three main components:

- An emergency response plan that aims to minimise panic and provide guidance by outlining the immediate steps when an incident occurs.
- A crisis management plan that aims to maintain the viability of the company during a disruption by coordinating the company's response.
- A business recovery plan that helps the company to return to normal operations as quickly as possible.

HOW MRC CAN ASSIST

We will work with you to ensure that your BCM programme addresses your company's specific needs and circumstances, so that you are able to manage disruptions that can threaten the safety of your employees, your continued operations and the reputation of your organisation.

We can assist you in:

- Developing a BCM programme
- Reviewing your BCM programme
- Integrating your BCM programme into your overall risk management
- Training and exercising

Developing a programme

If you do not have a BCM programme, we can assist you in developing a BCM programme based on the potential impact of relevant scenarios and your key business objectives. We will work with you to determine critical business processes and resources, and to identify your desired end state of preparedness.

Review

We can conduct a review of your existing BCM programme and overall preparedness against realistic disruptive events. We will identify gaps against best practice and make recommendations for further actions to close such gaps. Reviews can be limited to considering the effectiveness of specific documents, all the way up to detailed assessments against the key principles of ISO 22301:2012.

Integration

We can help you to integrate the BCM programme into your company's overall risk management framework.

Training and exercising

We offer training and exercising, ranging from delivering courses in BCM theory and implementation, to conducting exercises designed to test assumptions and rehearse your company's response team. Exercises vary in their complexity, ranging from plan walk-throughs and table-top scenarios to simulations for management teams.

BENEFITS

By developing a BCM programme, your company can reduce and mitigate the impacts of disruptive events, enabling management to focus on the continuing deployment of business strategy.

Some specific benefits include:

- Improved ability to respond quickly and appropriately to disruption, thus minimising impact on operations and services.
- Improved understanding of critical business functions and vulnerabilities.
- Reassurance to staff, customers and suppliers.
- Competitive advantage.
- Governance, regulatory and legislative compliance.

WHO IS IT FOR?

Any company that:

- Has time-critical operations, functions or services that must continue despite a disruptive event.
- Has single points of failure, critical supply chain dependencies, limited or no excess production capacity, and/or "just-in-time" delivery systems.
- Has a lack of preparedness for a range of disruptive events.
- Has governance, regulatory or legislative requirements to develop BCM arrangements.

CONTACT

For further information or a discussion about how our approach and services could benefit your business, please contact your usual Marsh representative or the following:



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