

Do you need a business continuity plan?



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More than 70% of companies that do not have a comprehensive business continuity plan fail to recover from a significant business interruption event.

Gallagher will assist you in the development of a comprehensive business continuity program and allow your organization to minimize, if not avoid, the impact from any given business interruption event.

At a very high level, this is accomplished by prioritizing the recovery of business processes and establishing an incident management structure designed to lead an organization through a crisis situation.

The business continuity planning process includes:

- **Business Impact Analysis (BIA):** The primary goals of the BIA process are to determine the adverse impact of critical business functions if they are interrupted, as well as the ideal post-event recovery sequence of all business processes.
- **Risk Assessment:** A thorough risk assessment will identify the risks that have the potential to threaten a company's normal operations.

The BIA helps determine "what is at risk," while risk assessment identifies the type of risks that have the potential to impact the company's operations. The combination of the results from these two processes enables a company to determine post event recovery strategies and priorities before an event occurs.

- **Emergency Policies and Procedures:** When a business interruption event strikes time is of the essence. Business interruption events present scenarios that typically are not addressed in most company's policies and procedures. The development of emergency policies and procedures before an event occurs can save valuable time during crisis situation.
- **Plan Development:** The results of a BIA and Risk Assessment will provide a solid foundation for the development of a comprehensive business recovery plan.
- **Incident/Crisis Management Plan (IMP):** Normal business processes and reporting structures are typically not effective in managing crisis situations. During a crisis timely and accurate communication is essential. The inability to effectively communicate can result in unnecessary loss of life, business and customers. Having a process to handle the heavy volume of event specific information allows companies the ability to make timely decisions utilizing accurate event/situation information. Poor communication and sharing of information is the #1 reason that companies fail to fully recover from significant business interruption events.

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- **Plan Testing:** Exercising or testing is a very effective manner in which to train staff and evaluate the completeness of written plans.
- **Education/Awareness:** No plan will be effective unless all employees and key external parties understand it, as well as what is expected of them. An ongoing educational/awareness campaign will help to ensure the successful execution of company plans.
- **Continual Review and Revision:** It is extremely important that business recovery plans and strategies are revised on a continual and regular basis. Without this constant review and revision cycle business recovery plans can become quickly out of date.

Gallagher is there to help you with all your business continuity needs.

Gallagher offers a complete array of business continuity planning solutions for every stage of the process beginning with planning, as well as assistance during actual business interruption events. Our services are outlined below.

Planning and Preparation

- Pre-event planning sessions
- Risk assessments
- Business Impact Analyses
- Determination of loss potential
- Coordination with local emergency response agencies

Response

- On-site assistance with management and coordination of response effort
- Initial damage and impact assessment
- Risk mitigation
- Assistance in the facilitation of appropriate services, vendors, etc.

Recovery

- Incident management guidance
- On-site presence to assist in the coordination of recovery activities
- Assistance in securing the vendors necessary for a timely recovery
- Assistance in job site project management

Continual Review and Revision

- Event postmortem analysis
- Documentation of lessons learned
- Continual improvement of processes
- Establishment of ongoing communication protocols

Reducing your total cost of risk.

Contact an advisor today.

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