

## **Risk Management, Disaster Recovery & Business Continuity Package**

*Detailed documentation templates, completion instructions and three months unlimited support from Business Continuity Professionals*

### **WHY IS THIS NEEDED:**

- Regulators (e.g. The SRA, The FSA) require firms to develop a documented Business Continuity Plan;
- Clients increasingly demand their professional service providers have effective Risk Management and a Business Continuity Plan;
- Protection against unplanned disruption is vital to ensure business survival and profitability.

### **WHAT DOES THE PACKAGE INCLUDE:**

- The package includes:
  - A Risk Management and Business Continuity Management Guide;
  - A detailed template pack including a Risk Policy, Risk Register and a Business Continuity Plan that can be easily tailored to your organisation;
  - Access to a three-month Professional Support Service. This is staffed by qualified Business Continuity Professionals who can address any queries you may have.

### **Some background**

In recent years the way we do business has changed dramatically. All firms now have a heavy reliance on information technology and the ability to communicate through telephone and notably email systems. Our data is often stored electronically, sometimes in locations over which we have no control. Staff and management work longer hours and more efficiently to keep up with competitors and produce high quality work at a cost acceptable to our clients.

Professional businesses are hugely reliant on their reputation in the market and their ability to provide a consistent and accessible service to clients. This is good business practice and is an approach required by all professional regulators.

Disruptions are a fact of business life. Commonly these include power failures, email downtime and IT server failure. Less common, but more threatening, is the loss of critical staff, reputational issues and major disasters such as fires or floods. The ability to trade through minor and major disruptions is recognised as important by most businesses and an effective Business Continuity Plan, supported by a proper assessment of key risks is vital. This is where Continuity10 Toolkit can help make the process easier, for one fixed low cost.

**The Continuity10 Toolkit costs just £495 plus VAT:**

**This includes all the pre-prepared documentation and unlimited access to our Business Continuity Professionals**

## How the Package Works

On receipt of your order we will send you the Continuity10 Toolkit package in hardcopy with an accompanying CD. The full contents of the pack are described overleaf.

The Risk Management and Business Continuity Guide will give you sufficient introductory information to develop sound Risk Management and a Business Continuity Plan for your organisation. After reading the Guide you should follow the step by step instructions provided to populate the Risk Policy, Risk Register and Business Continuity Plan template with bespoke business information for your organisation. The instructions also detail how the Business Continuity Plan should be distributed within your organisation and when to test, review and update your Plan.

Included in your package fee is our three month professional support service. We know how important it is to ensure that Risk Management and Business Continuity is thoughtfully implemented in your organisation. We will assist you during this important time and have a telephone and email support service where you direct any queries related to the implementation of the Continuity10 Toolkit pack.

Queries received will be answered promptly, enabling you to feel confident that you are implementing the Continuity10 Toolkit pack effectively.

### Continuity10 Toolkit – Contents Summary

**There are six sections in the Continuity10 pack:**

**Risk Management and Business Continuity Guide:** an introduction to the key principles of Risk Management and Business Continuity Planning;

**Risk Management Templates:** largely pre-populated Risk Policy and Risk Register template documentation into which you add bespoke business information;

**Business Continuity Plan Template:** largely pre-populated Business Continuity Plan template into which business information can be added to create a bespoke Plan. The Plan includes immediate emergency actions, continuity measures to restore operations, and all necessary business information & data;

**Continuity10 Pack Completion Instructions:** full step by step written instructions to complete the Risk and Continuity documentation;

**Support Service Instructions:** contact and usage information for the three month telephone and email support service;

**CD:** containing an electronic copy of the Risk Management and Business Continuity Plan Templates, enabling you to prepare and easily distribute internally, electronic copies of your documentation.

### Why is this necessary:

Professional firms must address Risk Management and Business Continuity Planning for a variety of reasons. Here are some examples:

- The FSA requires all regulated firms to have a Business Continuity Plan in place;
- The Solicitors Code of Conduct requires all firms to have measures to address Risk Management and Business Continuity issues;
- Clients are increasingly demanding professional firms to produce a copy of their Business Continuity Plan;
- professional firms must have IT resilience, adequate data protection and an understanding of critical assets, processes and resources.

## The support service and documentation explained:

### Professional Support

We are confident that the toolkit is very easy to use coming with full written instructions for completion.

We recognise that there may be specific Risk Management and Business Continuity issues within your firm where you wish for additional guidance to enable you to tailor the Continuity10 Toolkit to the specifics of your firm.

Selling just a toolkit documentation pack could leave you isolated when additional assistance is required. With Continuity10 Toolkit we take a different approach and support you every step of the way. You will be allocated your own Business Continuity Professional with whom you will have direct email and telephone contact.

Your toolkit fee includes unlimited remote support from your Business Continuity Professional. Our resourcing strategy means our professional staff will always have the time to deal in detail with your queries and provide the very best professional advice.

Our experience shows that most clients have limited queries and use the toolkit very easily. However for firms that wish to use their support service more intensively, there is absolutely no limit on the amount of support we provide during the three month period. We are your business partners through this process and take our responsibility to help you very seriously.

Risk Management and Business Continuity Planning are based on practical common sense and should not involve an overly complex process. It can however be time consuming without the right resources and the Continuity10 Toolkit aims to reduce that time commitment, whilst ensuring you have the very best documentation and processes in place to satisfy regulators and clients.

### Key Template Documentation

**All template documentation is largely pre-completed and designed for you to input your bespoke business information and make amendments where necessary to match your firm's structure and operations. To do this we provide full written instructions and remote consultancy support.**

#### Risk Management and Business Continuity Policy

Most management controls and procedures are governed by a central policy statement. The Risk Management and Business Continuity Policy is what most auditors or regulators will expect to see in place. The policy outlines the firm's approach to Risk and Continuity management, roles and responsibilities, resource commitment, training policy, documentary evidence and how the policy is operated in practice.

#### Risk Register

The Risk Register is the document where your risks are recorded and managed and provides evidence for auditors or regulators that your Risk Management approach is operating well. The Register is a table including a list of Business Risks, potential impact if risks materialise, Risk Mitigation measures and, where applicable, how your Business Continuity Plan (see below) will respond to help protect your organisation. The Register comes with written instructions, is easily completed and is pre-populated with fifty generic professional services risks.

#### Business Continuity Plan

In the event of material disruption the Business Continuity Plan provides the guidance and information you need to recover your business efficiently. The Business Continuity Plan template contains three key sections:

1. **Plan Overview** – outlining who is responsible for the Plan, when the Plan will be tested/updated, distribution list, roles and responsibilities and how to use the Plan in the event of disruption;
2. **Recovery & Continuity** – a checklist of the steps to take when managing unplanned disruption and covering ten key areas including; human resources, business management, premises & equipment and IT/communications & data;
3. **Appendices** – containing all the critical business information you may need following a disruption to your business operations.

## Continuity10 Toolkit Cost

The Continuity10 Toolkit costs £495 plus VAT (£569.25 including VAT). This cost includes the complete documentation toolkit and three months unlimited access to your own Business Continuity Professional.

The Toolkit is designed to save you many hours producing your own materials. However throughout the process you will have access to the very best guidance and advice.

Use the support as little or as much as you require, it is all included within one fixed fee.

## Value Generation Limited

Value Generation is a professional services firm dedicated to servicing the Strategy, Efficiency and Risk Management needs of SMEs. Continuity10 Toolkit is a product developed by Paul Johnson, Director - Risk and Continuity Division.

Paul is a Chartered Accountant, Chartered Loss Adjuster, Associate of the Chartered Insurance Institute and Member of the Business Continuity Institute. He has over fifteen years experience of helping organisations manage unplanned disruption and prepare Business Continuity Plans.

Value Generation holds accreditation from the Solicitors Regulation Authority for its Continuity10 workshop, the details of which are available on the company's website at:

[www.valuegeneration.co.uk](http://www.valuegeneration.co.uk)

### ORDER FORM

Please send me the Continuity10 Toolkit package :-

Name:.....

Position: .....

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Address: .....

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**Toolkit fee: £495.00**

Cheque enclosed :   
(payable to Value Generation Ltd)

VAT: £74.25

Please invoice me first:

**Total due (incl. VAT): £569.25**

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GU34 2PP

#### Package fee:

The Continuity10 Toolkit is charged at £495 plus VAT, (£569.25 Incl. VAT).

#### Payment & Invoicing:

By cheque payable to Value Generation Limited or by credit/debit cards. Please send cheques to Value Generation Limited, Charwell House, Wilsom Road, Alton, Hampshire, GU34 2PP. Payment of invoices issued is due on presentation. A full copy VAT invoice will be automatically included with every order dispatched.

#### Liability:

Risk Management & Business Continuity Management issues are specific to each business and this product is intended to be used for general guidance. As a result Value Generation Limited accepts no liability for any losses suffered directly or indirectly from the use of this product.