

Organisational Resilience in the New Normal

INFINITY CONTINUITY

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About Infinity Continuity

- Established in 2013 as an organisational resilience consultancy and training practice, with core focus in emergency preparedness, BCM and crisis management
- Led by *Gary Ng*, with 20 years operational experience in public and private sectors (SCDF, CAAS, HPB, MOM, MAS, GovTech, Bank of SG, BlackBerry, EY)
- Professionally certified by the Business Continuity Institute (UK), Institution of Fire Engineers (UK), CQI and IRCA ISO 22301 Lead Auditor (UK)
- Invited as "Specialist Exercise Planner (civilian manpower)" for Whole-of-Govt exercises organised by MHA
- Designated APAC (ex Japan) licensed training partner of the UK's Business Continuity Institute offering globally recognised certification programmes



Click on the video below for a brief summary



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Emergency Preparedness | Business Continuity



Summary Services Scope

- Organisational resilience consultancy and customised training
 - Emergency preparedness
 - Business continuity
 - Crisis management
- Business continuity and emergency preparedness internal auditing
- Exercise planning, equipping and delivery
- SMART BCP
- Comprehensive or component level resilience programme options
- Delivery of the globally recognised “CBCI Certification Course” (offered by the UK’s Business Continuity Institute)

Understanding Resilience:

(1) General

- Being prepared
- To anticipate potential threats
- Be ready to respond
- Be able to absorb and adapt
- Be able to recover

*Being "resilient" has
different interpretations
in different sectors*

Understanding Resilience:

(2) The New Normal Environment

[Click to play video](#)



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Understanding Resilience:

(3) Threats On The Horizon



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Understanding Resilience:

(4) When Businesses Do Not Have A BCP

Following a disaster:

- a) 25% without a Business Continuity Plan (BCP) never reopen
- b) 80% that don't recover within a month are likely to go out of business
- c) 75% of companies without a BCP fail within 3 years

Understanding Resilience:

(5) Importance of Resilience in Singapore

- *Singapore gets funding, access to experts in effort to become resilient city* – Channel News Asia (3 Dec 2014)
- *Terror threats evolving, Singapore should stay vigilant and resilient: Iswaran* – Today Online (10 Jan 2015)
- *"The ability to weather through crises and threats is crucial for Singapore businesses to remain competitive domestically and internationally"* – Singapore Business Federation (2 Oct 2014)
- Even more crucial, post-COVID-19



Understanding Resilience:

(6) Who Should Implement BCP?

- Regulated sector(s) in home country
- Regulated offshore firms based in home country
- Companies listed on the stock exchange
- Businesses opting to participate in local government tenders (for selected projects)
- Businesses working with “upstream” stakeholders with BCPs
- Businesses wanting to lower insurance premiums
- Businesses wanting to provide assurance to customers and stakeholders
- Businesses looking to get more clients and grow!

If You Were a Buyer...

Do you feel “secure” working with a provider who has resilient plans and processes in place.... OR one who doesn’t?

**To ensure competitiveness and sustained growth, an organisation’s ability to manage risk and provide confidence is essential.
BCP as a form of resilience is crucial**

Why Choose Infinity Continuity?

- The ONLY resilience consultant:
 - Holding MBCI grade with longest operational experience in multiple business domains (in SG)
 - With longest multiple government agencies experience (in SG)
 - Licensed Training Provider from the prestigious Business Continuity Institute, UK, with varied operational experience (in SG)
- Approved Training Provider of SCDF and SISO for resilience related courses
- Real world operational experience beneficial in consultancy delivery!

Questions to Consider

- Are you prepared for business disruptions?
- How organised is your current resiliency programme?
- Are you intending to operate in a competitive environment?
- Are you providing (or intending to) services to government related clients?
- Are your contingency plans ready for the “worst case scenario”?
- **Reach out to us!**

Thank You



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