
THE RESILIENCY1™ BENCHMARKING AND PREPAREDNESS INDEXING

Business benchmarking, the science of comparing an organization's performance against best practices, industry standards, or similar criteria is an established management tool. North River Solutions has developed an innovative Web 2.0 application which gathers information on twelve areas vital to operations during a crisis. NRS offers four versions of the Resiliency1™ benchmark survey. Information on these benchmark surveys can be found at www.Resiliency1.com or by contacting NRS.

Researchers at North River Solutions' developed the Resiliency1™ survey questions after an intensive review of industry standards and recognized best practices. A complex algorithm scores the responses, rates the level of preparedness in each of twelve areas, and measures the impact that the individual levels of readiness have on the overall resiliency of the organization. The twelve areas covered by all Resiliency1™ surveys are:

- Emergency Management
- Corporate Crisis Communication
- Facility and Security Management
- Operational Infrastructure
- Technical Infrastructure
- Human Resource Management
- Continuity Planning
- Financial Control
- Governance and Compliance
- External Business Chains
- Community Relations & Environment Stewardship
- Risk Assessment

All survey information is collected in a database and stored anonymously. North River Solutions was supported on this project by several commercial and academic institutions.

There are many benefits to completing a Resiliency1™ survey. Based on the responses a customized report is generated. In addition to being an objective assessment of preparedness in each of the twelve areas, the report provides specific feedback on ways of increasing resiliency. The report can also be used to craft a *Statement of Resiliency*, or "First Party Declaration of Readiness." Many organizations and trading partners now require such statements from members of their supply chain and include such declarations as part of business contracts. Resiliency1™ is the most sophisticated business benchmark of its kind available today. Sample reports can be found in the Resource Center on the Resiliency1™ website.

THE RESILIENCY1™ OPEN SURVEY

This "for free" survey consists of ~110 questions and can be completed in between one and two hours. Upon completion, a fourteen page report is generated including a custom resiliency benchmark rating and graph. Often companies will share the results of this survey with stakeholders and business partners.

THE RESILIENCY1™ STANDARD SURVEY

Offered as a one-year subscription service and consisting of approximately 400 questions, the Standard Survey unusually requires two to four hours to complete and often the assistance of representatives from several departments. The Standard Survey generates a sixty to eighty page report and includes detailed comments and advice on each of the 400 responses. The report is usually assembled by a trained business resiliency consultant (CBRO-C) and an executive summary is added. There is a small charge for this service.

Resiliency1™ Advanced Survey

The Advanced Survey builds on the information contained in the Standard Survey but also includes one-on-one discussions, a detailed risk assessment, vulnerability report, and ongoing support by a North River Solutions consultant. Normal consulting rates apply.

RESILIENCY1™ CUSTOM SURVEY

All Resiliency1™ surveys are built using an advanced set of Web 2.0 tools. North River Solutions makes these tools available to other organizations interested in private labeling the existing survey's, developing new types of assessment surveys, or collaborating on interesting topics. For more information contact Research@NorthRiverSolutions.com.

COMPARISON OF RESILIENCY1™ SURVEYS

	OPEN SURVEY	STANDARD SURVEY	ADVANCED SURVEY
NO. OF QUESTIONS	~110	~400	~400
TIME TO COMPLETE	1 - 2 hours	2 - 4 hours	8 - 12 hours
TYPICAL REPORT LENGTH	10 pages	60 - 80 pages	90 - 100 pages
USER INTERFACE	Web Survey	Web Survey	Web Survey & Interviews
DESCRIPTIVE COMMENTS	Yes	Yes	Yes
DIAGNOSTIC COMMENTS	No	Yes	Yes
PROACTIVE COMMENTS	No	Yes	Yes
CONSULTANTS REPORT	No	No	Yes
CUSTOMIZABLE FIELDS	No	No	Yes
RISK ASSESSMENT	No	No	Yes
VULNERABILITY ASSESSMENT	No	No	Yes
CUSTOM CONSULTING	No	No	Yes
COST	Free	Small Fee	Consulting Rates

ABOUT NORTH RIVER SOLUTIONS

Founded in 2002 by a group of successful entrepreneurs, North River Solutions has grown to be a worldwide consulting firm with offices in the United States, Egypt, and China. Our team of ex-CEOs, certified practitioners, lead auditors, and subject matter experts can provide you with the in-depth knowledge you need. Our clients range from five person financial firms and small charities, to large institutions and multi-national organizations. We have hands-on experience in managing complex projects and have worked with organizations on every continent. We offer a full suite of products and services including:

- Business Resiliency Consulting
- Assessment, Planning and Technology Tools
- Training and Certified Education
- Collaboration on Research Projects

For more information about working with North River Solutions visit our website at www.NorthRiverSolutions.com.