

# Business Continuity Exercise Proposal.

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Presented to  
Optus

Valid until  
July 10 2024

Addressed to  
Derek Arnberger

Proposal ID  
rec88mESrHTSij6T8-1

Version no.  
1.0

Presented by  
Brad Law

Dear Derek,

Thank you for the opportunity to present the Optus with a proposal for Business Continuity Management services.

Optus has identified the need to conduct an update of its business continuity program to ensure the appropriate level of preparedness in the event of a business disruption.

This includes the following elements:

- ♦ Business Continuity Exercising

A fit-for-purpose program validation, based on clear recovery priorities and dependencies, and strong stakeholder engagement, will increase confidence in Optus response capabilities and meet stakeholder expectations.

All activities are performed by highly qualified and experienced consultants. Fixinc has extensive experience working within the Telecommunications sector, ensuring a thorough understanding of the Optus environment. We provide unparalleled expertise to leading organisations and are widely recognised as the market leader in the business continuity and crisis management fields.

Derek, at Fixinc, our passion is to partner with inspiring organisations and support them in any and all disasters, for life. We guarantee and will provide a premium experience and outcome that gives Optus the assurance of having the necessary measures in place in case of business disruptions.

Thank you for the opportunity to submit this proposal and I look forward to the opportunity of working with you soon. Please do not hesitate to contact me if you have any questions.

Yours Sincerely,



**Brad Law**

Co-Founder &  
Head of Consulting

brad@fixinc.org

(+64) 027 365 5824

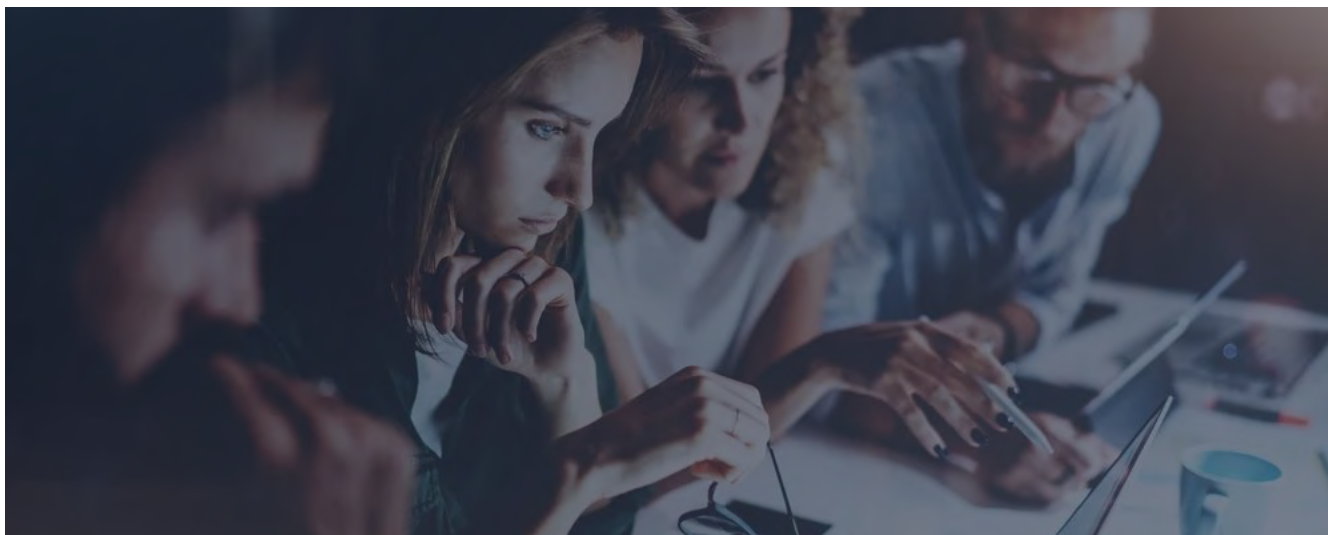
(+64) 03 244 0910

AUS: Suite 76/Mezzanine, 388  
George St, Sydney

NZ: U4, L1, 266 Saint Asaph St,  
Christchurch, NZ 8081

Through to the proposal





# Developing your resilience.

By facilitating this program of work, Fixinc aims to improve both the effectiveness of Optus corporate resilience, as well as the confidence of key stakeholders that your new program meets relevant best-practice standards. Validation of a fit-for-purpose program, based on a clear understanding of recovery priorities and dependencies, and supported by strong engagement, training and testing will help to meet stakeholder expectations and deliver a high level of confidence in Optus resilience capabilities.

The following is an overview of our  
recommended approach





# Project engagement.

This is an opportunity to introduce the Fixinc team who will be running the project to the Optus project sponsors. The meeting will confirm the scope and key business continuity priorities.

<b>Stage duration</b>	One hour
<b>Proposed start date</b>	11 July 2024
<b>Investment</b>	\$1,040.00
<b>Key highlights</b>	Engagement and relationship building between both parties and key stakeholders.

Fixinc will facilitate an engagement meeting with key representatives from Optus to verify the review scope and key business continuity priorities.

The process of engagement will define project goals, essential performance metrics, communication procedures, and appropriate project results that are in harmony with the organisation's mission and culture. Additionally, this process will uncover critical stakeholder needs, strategies for managing change, and contribute to the development of program engagement.

Through to Complimentary Business Continuity Review





# Business Continuity Review.

When evaluating and reviewing the Optus existing program, Fixinc will identify strengths that can be further capitalised on to build greater resilience and weaknesses that need to be addressed to ensure a robust capability exists within the organisation.

<b>Stage duration</b>	Two days
<b>Proposed start date</b>	1 July 2024
<b>Investment</b>	Free
<b>Key highlights</b>	Documentation Review.  Review findings and recommendations included in exercise report.

## Review Establishment

In the development of the Optus Exercise Fixinc will include a complimentary review of the current maturity of the Networks Business Continuity Program. Fixinc will create tailored review objectives which will act as a guide to the development of review criteria with a focus on key business functions and program priorities. Review objectives may be based around:

- Compliance with specific guidelines or standards.
- Adequacy and scope of existing preparations.
- Structure, integration and usability of existing measures.
- Current capabilities and preparedness.
- Alignment with overall strategic objectives.

Continued overleaf



# Business Continuity Review.

## Documentation Review

Fixinc will evaluate crucial aspects of the Optus program by examining existing documentation and records for all pertinent business units, employing the predefined criteria. The review documentation may encompass:

- Policy and framework documentation
- Recovery Plans and BCP documentation
- BIA and risk assessments
- Training and testing documentation
- Other risk management documentation

## Review Report

As part of the exercise report Fixinc will highlight essential areas for enhancement within Optus's current business continuity program. The report will also include recommendations to address the identified shortcomings, offering expert guidance for remediation and improvement initiatives.

Through to Business Continuity  
Exercise







# Business Continuity Exercise.

The Business Continuity Plan should not be considered final until it has been thoroughly validated. The validation process should not only apply to the plan but also to the individuals who will be implementing it. Fixinc will deliver a realistic, thought-provoking exercise for the Networks Business Continuity Team.

<b>Stage duration</b>	Three hours
<b>Proposed start date</b>	1 August 2024
<b>Investment</b>	\$11,870.00
<b>Key highlights</b>	<p>Review and approve exercise plan.</p> <p>Review and approve scenario and run sheet.</p> <p>Attend 3-hour desktop scenario exercise.</p> <p>Review and approve post-exercise report.</p>

## Exercise Planning

Fixinc, in collaboration with Optus, will hold a planning session to determine the extent of the scenario exercise, establish exercise goals, and review critical performance metrics. In determining the scenario Fixinc will complete a comprehensive review of the Optus threat environment. This will guarantee that the exercise program meets the expectations of stakeholders and provides benefits to everyone involved.

Continued overleaf



# Business Continuity Exercise.

After the planning meeting, Fixinc will draft an exercise plan for Optus that outlines all necessary information for the exercise program, including:

- Exercise objectives.
- Exercise methodology.
- Exercise scope and scale.
- Communications.
- Roles and responsibilities.

## Exercise Development

Fixinc will establish and arrange all necessary components for Optus exercise program, including:

- Selection and development of the preferred exercise scenario.
- Creation of exercise schedules that outline all inputs and interactions during the exercise.
- Involvement of both internal and external participants in the exercise.
- Selection and briefing of exercise volunteers.
- Delivering a video briefing to all exercise participants 1 week before the exercise.

## Post Exercise Activity.

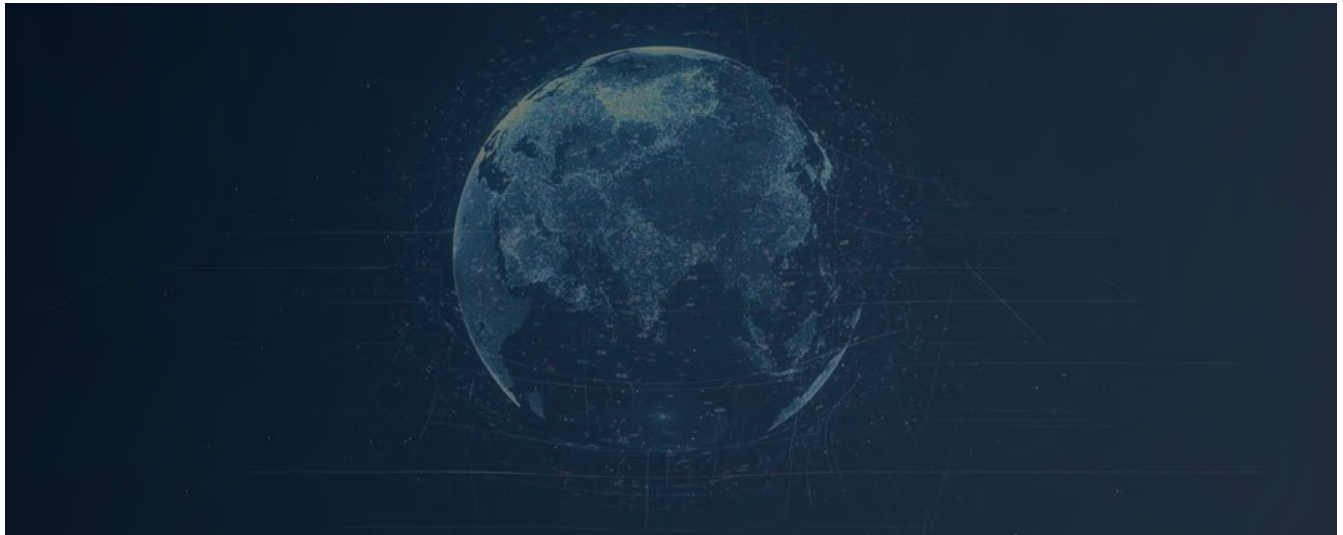
After the conclusion of the exercise program, Fixinc will deliver:

- A full exercise report that details the key activities conducted, evaluations against established criteria, and recognition of crucial shortcomings to be addressed.
- Advice on ways to enhance the program even further.
- Follow-up and implementation assistance as necessary.

Through to information on a maintenance program with Fixinc







# Maintenance Program.

On completion of this program, it is recommended that Optus commence an annual maintenance program to meet best practice standards and ensure that Optus maintains a continuous program of improvement. The Fixinc Maintenance Program is exclusive and restricted to 10 per year to maintain quality and attention.

The proposed services have the objective of consistently improving Optus' capabilities and resilience against any disruption, while also ensuring that the program adheres to the latest best practice standards. You will meet stakeholder expectations, and safeguard your initial investment in establishing a business continuity program.

## Initial Activities

- Annual engagement meeting with key stakeholders.
- Provision of annual maintenance schedule.
- Development of annual exercise strategy.

## Start time

January to March 2025

## End time

March 2028

Continued overleaf



**Mid-year health check**

- Annual BIA review interviews to update BIA and Threat Landscape.
- Full review and update of all business continuity related documentation.
- Distribution of revised plans (soft copy).

**Start time**

April to July 2025

**End time**

July 2028

**Annual Activities**

- 1 x 45-minute business continuity awareness session.
- 1 x 3-hour annual Crisis Leadership training session.
- 1 x 3-hour annual Crisis Scenario Exercise.
- Provision of post-exercise reports.
- Provision of revised soft copy BCP documentation.
- Management and maintenance of business continuity related training records.
- Provide executive/board presentations as required.
- Provision of Annual Assurance Statement.

**Start time**

August to October 2025

**End time**

October 2028

## Exclusivity.

Digital BIAs

Digital BCPs

Threat Intelligence

Emergency Notifications

Documentation Storage

Executive Training

Validation activities

Component testing

On-call Advisory Board

Business Continuity Programs

The Fixinc Maintenance Program is exclusive and restricted to 10 clients per year. This maintains quality and attention to detail. When registered, your program will provide components so diverse, we believe you will be able to manage any disruption with them. This includes software, unique threat intelligence, digital business continuity plans, and an on-call Advisory Service to name a few.

To understand our methodology, our simple 'Tungsten Diamond' model can help visual the level of cover you will receive on a Maintenance Program.

Through to relevant standards





# Relevant standards.

All Fixinc services strictly adhere to best practice benchmarks and standards. These will be agreed during the stakeholder engagement process and may include:

## **ISO 22301:2019**

Societal security – Business Continuity Management Systems – Requirements.

## **Business Continuity**

'Good practice guidelines 2018'.

## **ISO 31000 Risk Management**

Principles and guidelines.

## **BS11200:2014, Crisis Management**

Guidance and Good Practice.

## **AS: 3745**

Planning for Emergencies in Facilities.

## **Industry specific legislation**

Standards, and codes of practice.

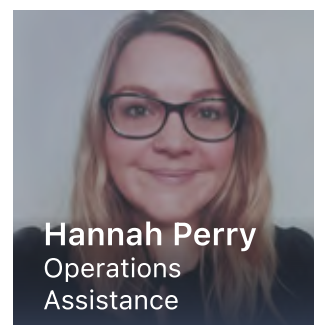
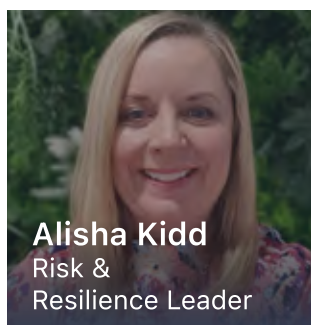
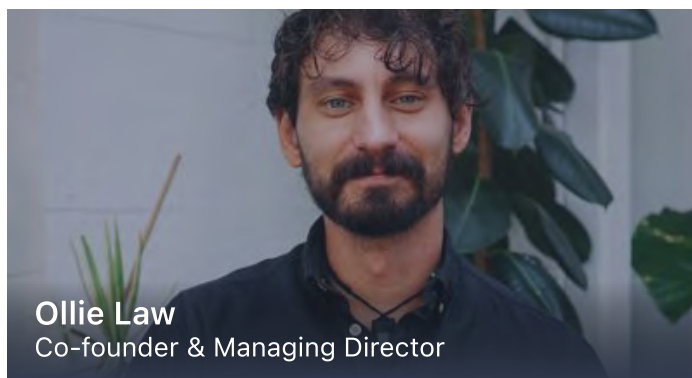
Through to the Fixinc team bios



# Project team.

The Optus program will be co-run by a Fixinc Principal Consultant or Director and supported by our highly-experienced Business Continuity and Crisis Management professionals of which have extensive experience in program development and implementation.

Unlike how other consultancies charge clients, the people listed below are the people who will work on your program and constitutes part of the investment for Optus.



Specific team bios overleaf



# Project team.

## Brad Law

Brad will act as your main program contact and consultant from start to finish. Whilst other consultants with other backgrounds will join the program from time to time, it's Brad who oversees the progress and direction as well as making the final decision on what is shared with you. His focus is on ensuring you are comfortable with everything we're sending you as well as the outcome of your Fixinc program.

[Full bio ↗](#)

[fixinc.io/consulting/bio/brad-law](https://fixinc.io/consulting/bio/brad-law)

## Alisha Kidd

Alisha is a Fixinc Advisor and Resilience Consultant with an eye for Crisis Management specifically. However, her vast experience will have her working across the majority of your program as one of the main consultants.

[Full bio ↗](#)

[fixinc.io/consulting/bio/alisha-kidd](https://fixinc.io/consulting/bio/alisha-kidd)

## Ollie Law

Brad will act as your main program contact and consultant from start to finish. Whilst other consultants with other backgrounds will join the program from time to time, it's Brad who oversees the progress and direction as well as making the final decision on what is shared with you. His focus is on ensuring you are comfortable with everything we're sending you as well as the outcome of your Fixinc program.

[Full bio ↗](#)

[fixinc.io/consulting/bio/ollie-law](https://fixinc.io/consulting/bio/ollie-law)

## Hannah Perry

Hannah supports our team with operational activities and administration. She will be helping with the paperwork, planning, and materials we use to run your programs. Hannah has a keen eye for detail and loves to research realistic scenario exercises for our clients.

[Full bio ↗](#)

[fixinc.io/consulting/bio/hannah-perry](https://fixinc.io/consulting/bio/hannah-perry)

[Through to more information on Fixinc](#)





## A father & son on a mission.

Fixinc was founded by Brad and Ollie Law in 2017. The pair experienced first-hand the results of practitioners failing their clients when they were needed most. They developed the Consulting Practice, Advisory Board, and Directory to help organisation have premium support at any moment. With a combined three decades in the industry, the father and son duo bring a powerful balance of technology expertise and senior executive level consulting to a fresh and impactful service.

12 years

in the industry together.

250+

businesses serviced together.

Through to our values & loyalty  
program





# A simple approach to resiliency.

We are playing the infinite game. No one supplier can be the best, but organisations should have access to the best solutions. Our passion for the industry and careful management of deep relationships with fellow practitioners and industry bodies places us as a premium supplier. Our programs speak for themselves, set upon three simple approaches:

[More about us](#)

[fixinc.io/about](https://www.fixinc.io/about) ➔

## Community

Build meaningful connections.

## Communication

Put integrity and honesty first.

## Sustainability

Lifelong, sustainable partnerships.

# Fixinc loyalty program.

Your loyalty and commitment to us should be rewarded. That's why every program or activity you do with Fixinc earns you points that goes towards money off your next invoice, or complimentary work like an exercise.

## Money off

Every dollar you spend at Fixinc will transfer into points that also have a monetary value to them (reducing costs on future quotes).

## Extra services

Use your accumulated points for unique activities like a virtual training & exercise, or a plan / program review.

[Through to frequently asked questions](#)



# Frequently asked questions.

We pride ourselves on ensuring engagements with Fixinc are transparent, simple, and well understood. If you have any further questions, you can email us at [info@fixinc.org](mailto:info@fixinc.org) or contact the account manager on Page 2 of this proposal.

## When will the program start?

We can typically start a program within a week or two, however, we're ready to start as soon as you are able to get the team together for the engagement meeting.

## How many resources will I need for this program?

At Fixinc, our aim is to do the heavy lifting for you. This will limit your internal resource requirements to only the necessary people. After the engagement meeting, we will confirm the individuals we believe are required, and how often.

## How long does a program take?

This is dependant on how many modules you require, but on average our programs are 43% quicker than the current industry standards. We see medium size programs wrap up within two months.

## Can I pause a live program?

We can, but we recommend a limited suspension to maintain commitment and momentum of the work and your people's investment. If you suspect a pause in program delivery is imminent, please let us know as soon as possible.

## Do you currently have an office in our region?

We are currently based in Australia and New Zealand with a Kuala Lumpur office opening in late 2024. However, we have successfully serviced and completed programs around the world. We do this either virtually or travel to your location if it's necessary. Clients are only charged for domestic travel if within our three core locations.

## Can we add additional work once the program starts?

Yes, however this is dependent on the program type you've started with us. If it's a separate discipline, we would need to ensure this doesn't disrupt the current program's momentum. In either case, we would create a new scope and proposal for you to review, and then add this into your schedule with us.

Through to a summary of the investment of this program



# Investment.

## \$12,910.00

Fixinc is able to provide competitive pricing that is up to 30% lower than the industry average. We are able to do this through low overheads, utilising our contract based Advisory consultants, and the use of automated technology.

## Project engagement

Responsibility	<div><div>fixinc</div><div>OPTUS</div></div>
Commitment	<div><div></div></div>
Investment	\$1,040.00
Valid until	July 13th 2024
Specifications	<p>1-hour engagement meeting with project sponsors.</p> <p>Provision of soft copy project schedule.</p>

## Business Continuity Review

Responsibility	<div><div>fixinc</div></div>
Commitment	<div><div></div></div>
Investment	Free
Valid until	July 11th 2024
Specifications	<p>Business Continuity Plan Documentation Review.</p> <p>Align to Exercise planning and exercise report.</p>

## Business Continuity Exercise

Responsibility	<div><div>fixinc</div><div>OPTUS</div></div>
Commitment	<div><div></div></div>
Investment	\$11,870.00
Valid until	July 11th 2024
Specifications	<ul style="list-style-type: none"><li>• Development of exercise plan.</li><li>• Setup of exercise, creation of scenario and development of run sheets</li><li>• Onsite facilitation of 1x 3-hour desktop exercise.</li><li>• Provision of 2x Fixinc facilitator and 1x offsite support resource for injects.</li><li>• Provision of hot debrief.</li><li>• Provision of post-exercise report and recommendations.</li></ul>

Through to details on accepting or amending your proposal



# Accepting your proposal.

There are multiple ways you can accept this proposal. The most efficient is to go to the unique link to a digital version where you can sign and accept digitally. Alternatively, print this document, sign and scan back to us.



Derek,

I just wanted to personally thank you for considering Fixinc to work on your Business Continuity Exercise.

As you sign and prepare to work with us, I want to reiterate our commitment to ensuring Optus get a premium and excellent experience with us. We don't follow the outdated methodology of traditional professional services where every phone call or email is followed by an invoice. As a client of Fixinc, you have us in your corner whenever you need us; my details are overleaf, put my phone number in your contacts and call me any time.

When you sign for this proposal, it will redirect you to another page to book in your Engagement Meeting with us. Make sure you do this so that we can get this program underway promptly. If there are no dates that work for you, send me an email (brad@fixinc.org) and we can arrange something offline.

On behalf of the team at Fixinc, welcome and thank you for considering us. Let's get started.

Proposal ID rec88mesrhtsjj6t8-1

First name / Last Name

Full name of authorised person here

DD / MM / YYYY

Date of acceptance

Current title

Authorised person job title

Legal signature

Signature of authorised person

# Program terms.

On these final pages, you will find our standard program terms and conditions. At Fixinc, we appreciate every organisation is different. These terms are negotiable to meet your standard processes. Please contact us to discuss further.

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## Link to terms

To save on paper, please use the following link to find and read out terms online. By signing this proposal, you are confirming you have read and agree to these terms.

[www.fixinc.io/consulting/legal/  
program-terms-and-conditions](http://www.fixinc.io/consulting/legal/program-terms-and-conditions)



fixinc

# Dare to Thrive.

A boutique, people first resilience  
consultancy based in Oceania.

[www.fixinc.io](http://www.fixinc.io)

Suite 76/Mezzanine, 388 George St  
Sydney NSW 2000, Australia