

## FSA - Senior Management Arrangements, Systems and Controls

### Main operative clauses as relating to business continuity and resilience

#### 3A.2.4

*“Operational risk can affect, amongst other things, a firm’s solvency, or lead to unfair treatment of consumers or lead to financial crime. A firm should consider all operational risk events that may affect these matters in establishing and maintaining its systems and controls”.*

#### 3A.7.1

*“A firm should establish and maintain appropriate systems and controls for managing operational risks that can arise from inadequacies or failures in its processes and systems (and, as appropriate, the systems and processes of third party suppliers, agents and others)”.*

#### 3A.7.9

*“Operating processes and systems at separate geographic locations may alter a firm’s operational risk profile (including by allowing alternative sites for the continuity of operations)”.*

#### 3A.9.8

*“A firm should ensure that it has appropriate contingency arrangements to allow business continuity in the event of a significant loss of services from the service provider. Particular issues to consider include a significant loss of resources at, or financial failure of, the service provider, and unexpected termination of the outsourcing arrangement”.*

#### 3.2 19G

*“A firm should have in place appropriate arrangements, having regard to the nature, scale and complexity of its business, to ensure that it can continue to function and meet its regulatory obligations in the event of an unforeseen interruption. These arrangements should be regularly updated and tested to ensure their effectiveness”.*