LEGACY ARCHITECT RVA / FREE GUIDE

# Business Continuity: What Happens When You're Not There

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ORDER IN YOUR ABSENCE

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## The phone rings at 2am

It's the hospital. You're not coming back to work tomorrow. Maybe not ever.

What happens next?

Your team scrambles. They don't know the passwords, the contracts, or the processes. The business you built stalls. Clients get nervous. Bills go unpaid. The lights start to flicker.

This isn't some far-off worst case. It's what happens when you're the only one who knows how things run, and you're suddenly not there.

You're the one who keeps it all together: the contracts, the payroll, the passwords. You built this business and you're the reason it works. If you weren't there tomorrow, would it still?

The numbers back this up.

Brown Brothers Harriman's 2025 Private Business Owner Survey found 30% of private business owners had no formal succession plan and 46% had a plan in progress. Deloitte's 2026 family-business research found 46% of family businesses said their succession plans were broad and well-developed. Having a plan on paper and being ready to use it are two different things.

## The gaps that sink a business

Without a plan, a business is one unexpected event away from falling apart. A Life Manual puts it in writing so everyone knows who's in charge and what to do.

You assume your team knows what to do. They don't. Without clear instructions, they're left guessing. Pinsight notes that leadership-

transition risk is especially concentrated below the C-suite, where readiness can be hardest to see. A Life Manual gives your team a roadmap: every account, every access path, every contact, and every process they'd need.

Critical details live scattered across sticky notes, old emails, and memory. If you're gone, your team is digging through drawers and calling banks cold. A Life Manual puts it all in one place. No more guessing, no more hunting.

Your business lives online too: website hosting, domain registrations, SaaS tools. Without a plan, your digital presence could vanish overnight. A Life Manual includes all of it. Nothing gets left behind.

## The fix

A Life Manual isn't a generic template. It's built with you, at your pace, for your business

specifically. You stay in control. Your documents remain in your own Secure Drive. We temporarily process Life Manual information in the client portal during your engagement, then purge it after the 72-hour post-handoff review period.

It's simple. It's actionable. It works.

## How it works

Check. It shows you exactly where your gaps are.

Build. We walk it with you, at your pace. You stay in control.

Rest. You keep your completed Manual and Secure Drive. After the 72-hour post-handoff review period, we purge your Life Manual information from the portal. Website assistant

chats follow the separate retention policy explained on our Privacy page.

## The point

This isn't about fear. It's about responsibility. You owe it to your team, your clients, and yourself to make sure the business keeps going, even when you can't be there.

A Life Manual is how you do that. It's more than a plan. It's the difference between chaos and confidence.

The business you built shouldn't disappear because you're not there to run it.

Everything you spent years building, every client relationship, every contract, every process you figured out the hard way, deserves a better ending than a scramble. Continuity means your

team knows exactly what to do the day you can't tell them yourself.

## Would your business survive a bad day?

Take the Free Readiness Check. Rather start on your own? The Just-In-Case Plan walks you through it for $29.

Order in Your Absence.

## NEXT STEPS

Your first step can be small. Start with the free Readiness Check, or explore what a Life Manual can put in order for your family.

Take the free Readiness Check

Explore services and the Life Manual

# REFERENCES & LINKS

Resource 2: jicplan.legacyarchitectrva.com

Resource 3: legacyarchitectrva.com

## About this guide

Prepared by Legacy Architect RVA, Richmond, Virginia. This guide is educational and helps families organize practical information. It does not provide legal, financial, tax, or medical advice. Consult qualified professionals about decisions and legal authority.

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