International Standards as tools for corporate management.
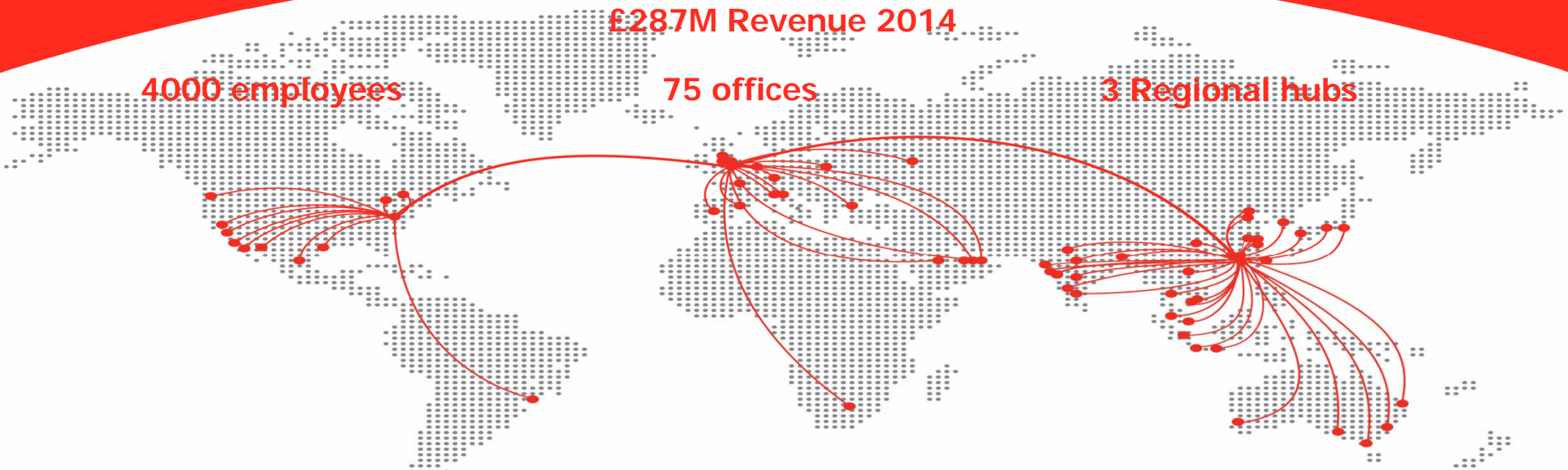
Mark Basham
Managing Director, EMEA
BSI

Agenda

- Brief Introduction to BSI
- Importance of CNI and the role of standards
- BSI approach

02/12/2015

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- **BSI approach**

02/12/2015

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A truly global brand and network – trusted and recognized

£287M Revenue 2014

4000 employees

75 offices

3 Regional hubs

Agenda

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02/12/2015

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Page last updated at 02:55 GMT, Monday, 18 January 2010

England floods in 2007 'cost the economy £3.2bn'

Flooding in parts of England in the summer of 2007 cost the economy £3.2bn, the Environment Agency has said.

It also calculates that investment in flood defences will need to almost double, to £1bn a year, to protect properties in the future.

Thirteen people died and hundreds had to be rescued after parts of South and East Yorks and Gloucestershire flooded.

Around 48,000 homes were affected, each costing between £20,000 and £30,000 to repair, the agency added.

The cost for flooded businesses averaged between £75,000 and £112,000.

While almost every business was adequately covered by insurance, the agency said a quarter of affected homeowners were not fully insured.

The Gloucestershire town of Tewkesbury was inundated in 2007

SUMMER 2007 FLOODS

LATEST NEWS
- New measures to tackle flooding
- Flood victims face Christmas away
- Flood victims 'still traumatised'
- Survey shows flood toll a year on
- 'National effort' urged on floods
- Flood risk fear over key UK sites

BACKGROUND & ANALYSIS
- Human impact
- Key points: Pitt report on floods
- Laser maps flood-prone areas
- Summer floods: What happened

ONE YEAR ON
- Village floods not child's play
- Spirits rise as village dries out

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Last updated: October 23, 2015 7:04 pm

TalkTalk hack is 'wake-up call', say UK security officials

Daniel Thomas and Sam Jones in London

EMAIL BRIEFING

Sign up to #techFT, the FT's daily briefing on tech, media and telecoms.

Hitachi Brings Convenient Banking to India's KVB

In 2013, the demand for services at India's Karur Vysya Bank (KVB) increased significantly, both at the merchant and retail level. This expansion led to concerns about service resources, teller availability and security, all of which needed to be addressed. After extensive research, KVB chose Hitachi-Omron Terminal Solutions as its preferred Cash Recycling ATM, and experts from the company were asked to

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Page last updated at 18:36 GMT, Thursday, 15 April 2010 19:36 UK

Icelandic volcanic ash alert grounds UK flights

The volcanic ash plume in Iceland and Glasgow's deserted airport terminal

All flights in and out of the UK and several other European countries have been suspended as ash from a volcanic eruption in Iceland moves south.

Up to 4,000 flights are being cancelled with airspace closed in Norway, Sweden, Finland and Denmark among others.

VOLCANIC ASH CLOUD

LATEST NEWS
- More airports shut over
- Flights resume after n
- Ash ban 'might have e
- EU ministers agree vo
- Warning over ash pass
- London 'lost £100m' in
- Europe flights 'back to

FEATURES AND BACKGR
Ash threat returns
Why new cloud has dis

- Was the flight ban nee
- Ash aftermath: Makin
- Eruption 'won't affect c
- UK cheerleaders' nail-

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Three weeks that changed the world

It started in a mood of eerie calm, but then 2008 exploded into a global financial earthquake. Nick Mathiason and Heather Stewart look back at events that shook, and brought down, giants

Lehman Brothers employees leave Canary Wharf, September 2008. Photograph: Graeme Robertson Graeme Robertson /Guardian

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Japan disaster
News blog

Japan tsunami and earthquake - Saturday 12 March part one

Updated 1 Oct 2014
- Explosion reported at nuclear plant
- Death toll said to be more than 1,300
- Tsunami engulfs northern port of Sendai and islands
- Around 50,000 rescuers have been deployed

Lee Glendinning and Tania Branigan

Saturday 12 March 2011 02.00 GMT

Shares 176 | Comments 155

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BRITAIN'S BEST-SELLING QUALITY DAILY

Britain in the deep freeze

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Last Updated: Tuesday, 13 November 2007, 14:46 GMT

Birds culled after flu outbreak

A cull of thousands of birds is under way after bird flu was confirmed in turkeys on a Suffolk farm.

The virus was discovered near Diss, Redgrave Park Farm near Diss, where all 6,500 birds are being slaughtered.

Vets are carrying out further tests on the turkeys at the centre of the outbreak to try to determine if they have the virulent H5N1 strain.

A 3km protection zone and a 10km surveillance zone have been set up and the farm is co-operating with vets.

Officials said the outbreak was of the H5 strain, but it was yet not known if it was H5N1, which can be fatal to humans.

Officials are beginning to clear the carcasses of the dead turkeys

VIDEO AND AUDIO NEWS
The site of the latest outbreak in Suffolk
Watch

BIRD FLU: SPECIAL REPORT
KEY STORIES
- Sixth bird flu swan at sanctuary
- Bird flu discovered in mute swans
- Bird flu restrictions are lifted
- Bird flu cause probe inconclusive
- Pandemic flu drug order doubles
- Massive bird flu cull launched

BACKGROUND
- Timeline: Bird flu in the UK
- Bird flu: The basics

GLOBAL PICTURE
Bird flu journey
Watch how the lethal

BS ISO 22301:2012

BSI Standards Publication

Societal security – Business continuity management systems – Requirements

5 BCM programme management

5.1 Overview
A BCM programme should be put in place to achieve the objectives defined in the business continuity policy (see 4.3). BCM programme management involves three steps:
- assigning responsibilities (see 5.2);
- implementing business continuity in the organization (see 5.3); and
- the ongoing management of business continuity (see 5.4).

NHS NOTE TO 5.1
In NHS Trusts, final responsibility for business continuity management lies with the Chief Executive, but this might be delegated to the Director of Operations. Depending on the nature of the NHS organization, the BCM policy might be owned by the board, the executive team, or the emergency preparedness team and individual directorates.

5.2 Assigning responsibilities (governance)
5.2.1 The organization's management should:
- appoint or nominate a person with appropriate seniority and authority to be accountable for BCM policy and implementation; and
- appoint or nominate one or more individuals to implement and maintain the BCM programme.

COMMENTARY ON 5.2.1
Individuals tasked with implementing and maintaining the business continuity programme may reside in many areas of an organization depending on its size, scale and

NO COPYING WITHOUT BSI PERM

raising standards worldwide

BS 11200:2014

BSI Standards Publication

Crisis management – Guidance and good practice

PAS 2015 2010
Framework for health services resilience

Business continuity management – Part 1: Code of practice

BS 65000:2014

BSI Standards Publication

Guidance on organizational resilience

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Business Continuity standardisation and CNI

- Resilience and continuity increasingly important to government
- Current focus on community resilience, disaster resilience, mass evacuation, awareness-raising, and issues around spontaneous volunteers arriving at major incidents
- Existing standards in area include:

ISO 22301: 2012	Societal security – Business continuity management systems - Requirements
BS 65000: 2014	Guidance on organizational resilience
BS 11200: 2014	Crisis management – Guidance and good practice
ISO 55000 series (2014)	Asset management – Overview, principles and terminology; management system – requirements and guidelines
ISO TS 22318	Supply chain continuity management
ISO 31000	Risk management: principles and guidelines

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02/12/2015

The BSI Story

- **Vision**   Our aim is to be the global business improvement partner of choice

- **Belief:**   We help organizations embed habits of excellence in their products, processes and people

- **Behaviour:**   By defining what good looks like and developing best practice solutions that improve their performance, manage their risks and help them grow sustainably

- **Benefits:**   These elements lead to **Organizational Resilience** – an organization that is agile, adaptable, robust and competitive and can 'pass the test of time'.

What is: Organizational Resilience?

- BSI believes that Organizational Resilience is achieved through:
  1. Product Excellence
  2. Process Reliability
  3. And the right People Behaviours

- To deliver these, we have chosen to focus on the following **domains**:
  1. Operational Resilience
  2. Information Resilience
  3. Supply Chain Resilience

- The key benefits are:
  1. Strategic adaptability, 2. Agile leadership, 3. Robust governance …

  ....and Continual Improvement

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Organizational Resilience: Domain definitions

- **Operational Resilience** is the ability of an organization to **address customers' needs over time**, managing operations and governing the business via **robust processes and valued people**, continuously striving for improvements **on performance and sustainability matters.**

- **Information Resilience** is the **management of an organization's information** including physical, Intellectual Property and digital, throughout its lifecycle, from source to destruction, allowing stakeholders to store, access and use information **securely** and effectively.

- **Supply Chain Resilience** is the ability to quantify and mitigate supply chain risks, including procurement, manufacturing, transportation and sales life cycle minimizing disruption impact and **protecting a firm's global operational, financial and reputational exposures**.

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BSI solutions: Knowledge, Training, Assessment and Advisory

Governing your business

Addressing your customer needs

Running your business

Valuing your people

Managing & securing information

Protecting infrastructure

Enabling trust & reputation

Ensuring regulatory compliance

Protecting brand reputation

Ensuring supply chain continuity

Minimising security risk

Mitigating social risk

CONTINUAL IMPROVEMENT

OPERATIONAL RESILIENCE

ROBUST

ADAPTIVE

PRODUCT

PROCESS

ORGANIZATIONAL RESILIENCE

INFORMATION RESILIENCE

SUPPLY CHAIN RESILIENCE

PEOPLE

AGILE

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Domain 1: Operational Resilience – Existing Portfolio

	Addressing your Customer needs	**Governing your business**	**Running your business**	**Valuing your people**
Knowledge	1. Various standards: ISO 10002 Customer Satisfaction, BS 8543 Complaints Handling	1. Various standards: BS65000/ISO22316, ISO 31000 Risk mgnt, BS 11200 crisis mgnt; BS 13500 Governance	1. Various standards – all listed below	1. Various standards, incl knowledge mgmt, BS 76000 Human Capital Management, PAS 3000 Smart Working
Training	1. Mgt Sys training below* 2. Lean Six Sigma 3. Regulation related (HC)	1. Mgt Sys training below* 2. Risk mgnt (ISO 31000) 3. Senior leadership (9001/14001)	1. Mgt Sys training below* 2. Six Sigma	1. Mgt Sys training below* 2. BSI Certified auditor programme
Assessment	1. Quality (ISO 9001 and sector derivatives)* 2. Environment (14001)* 3. Product Certification (Kitemark/CE) 4. Customer satisfaction (10002)* 5. Supply chain (28001) 6. Food - FSSC 22000 plus other food specific*	1. Quality (ISO 9001 and sector derivatives)* 2. Anti-bribery (10500)* 3. Business continuity (22301)* 4. Asset management (55001)* 5. Environment (14001) 6. Information security (covered in to Information Resilience)	1. Quality (ISO 9001 and sector derivatives)* 2. Collaborative rel. (11000)* 3. Business continuity (22301)* 4. Environment (14001)* 5. Product certification (Kitemark /CE) 6. Supply Chain audits 7. Asset mgnt (55001)* 8. Energy mgnt (50001)* 9. Food - FSSC 22000 plus other food specific*	1. Quality (ISO 9001 and sector derivatives)* 2. Collaborative relationships (11000)* 3. Road traffic safety (39001)* 4. Anti-bribery (10500)* 5. OHSAS (18001)* 6. Product Certification (PPE/safety equipment)
Advisory	1. EHS Consultancy	1. Risk and knowledge mgnt tool (entropy) 2. Supply chain management	1. EHS Consultancy 2. Entropy 3. Supply chain verification	1. Entropy knowledge module 2. H&S Consultancy

Domain 1: Operational Resilience – Existing Portfolio

	Addressing your Customer needs	Governing your business	Running your business	Valuing your people
Knowledge	1. Various standards: ISO 10002 Customer Satisfaction, BS 8543 Complaints Handling	1. Various standards: *BS65000/ISO22316, ISO 31000 Risk mgnt, BS 11200 crisis mgnt; BS 13500 Governance*	1. Various standards – all listed below	1. Various standards, incl knowledge mgmt, BS 76000 Human Capital Management, PAS 3000 Smart Working
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Advisory	1. EHS Consultancy	1. *Risk and knowledge mgnt tool (entropy)* 2. *Supply chain management*	1. EHS Consultancy 2. Entropy 3. *Supply chain verification*	1. Entropy knowledge module 2. H&S Consultancy

Domain 2: Information Resilience – Existing Portfolio

	Managing information	Protecting Infrastruct.	Securing information	Enabling trust & reputation	Ensuring regulatory compliance	Safeguarding people
Knowledge	1. Various standards	1. Various standards	1. Various standards	1. Various standards	1. Various standards	1. Various standards
Training	1. * Mgt Sys training below	1. * Mgt Sys training below	1. * Mgt Sys training below	1. * Mgt Sys training below 2. Risk mgnt (31000)	1. * Mgt Sys training below	1. * Mgt Sys training below
Assessment	1. Info sec. (27)* 2. Star – Cloud* 3. Electronic data (10008)* 4. Busi. Continuity (22301)* 5. Info Ser. (20)* 6. Personal Info (27018)*	1. Info security (27)* 2. CSA Star – Cloud* 3. Info Service (20)* 4. Coll. Relationships (11)* 5. PCIDSS	1. Info sec. (27)* 2. Star – Cloud* 3. Data protection (10012)* 4. Busi. Continuity (22301)* 5. Personal Info (27018)* 6. Kitemark SDT	1. Info sec. (27)* 2. Star – Cloud* 3. Info Ser. (20)* 4. Busi. Continuity (22301)* 5. Coll. Relationships (11)* 6. Anti-bribery (10500)* 7. PCIDSS 8. Supply Chain PAS 7000	1. Data protection (10012)* 2. PCIDSS	1. Busi. Continuity (22301)* 2. Anti-bribery (10500)* 3. Personal Info (27018)*
Advisory	1. Some DPA assessments		1. Some minor work on Vulnerability analysis and Pen. testing (VAPT)	1. BRISK Risk Assessment 2. BCM	1. Some DPA assessments	1. Entropy knowledge module

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Domain 2: Information Resilience – Existing Portfolio

	Managing information	Protecting Infrastruct.	Securing information	Enabling trust & reputation	Ensuring regulatory compliance	Safeguarding people
Knowledge	1. Various standards	1. Various standards	1. Various standards	1. Various standards	1. Various standards)	1. Various standards
Training	1. * Mgt Sys training below	1. * Mgt Sys training below	1. * Mgt Sys training below	1. * Mgt Sys training below 2. Risk mgnt (31000)	1. * Mgt Sys training below	1. * Mgt Sys training below
Assessment	1. Info sec. (27)* 2. Star – Cloud* 3. Electronic data (10008)* 4. Busi. Continuity (22301)* 5. Info Ser. (20)* 6. Personal Info (27018)*	1. Info security (27)* 2. CSA Star – Cloud* 3. Info Service (20)* 4. Coll. Relationships (11)* 5. PCIDSS	1. Info sec. (27)* 2. Star – Cloud* 3. Data protection (10012)* 4. Busi. Continuity (22301)* 5. Personal Info (27018)* 6. Kitemark SDT	1. Info sec. (27)* 2. Star – Cloud* 3. Info Ser. (20)* 4. Busi. Continuity (22301)* 5. Coll. Relationships (11)* 6. Anti-bribery (10500)* 7. PCIDSS 8. Supply Chain PAS 7000	1. Data protection (10012)* 2. PCIDSS	1. Busi. Continuity (22301)* 2. Anti-bribery (10500)* 3. Personal Info (27018)*
Advisory	1. Some DPA assessments		1. Vulnerability analysis and Pen. testing (VAPT)	1. BRISK Risk Assessment 2. BCM	1. Some DPA assessments	1. Entropy knowledge module

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Domain 3: Supply Chain Resilience – Existing Portfolio

	Mitigating Social Risk	Minimizing Security Risk	Ensuring Supply Chain Continuity
Knowledge	1. Domain expertise 2. Intelligence IP (SCREEN)	1. Domain expertise 2. Intelligence IP (SCREEN)	1. Domain expertise 2. Intelligence IP (SCREEN)
Training	1. Customised Supply Chain Auditing (PAS 7000)	1. C-TPAT (LMS eLearning, onsite) 2. Supply Chain Auditing (PAS 7000)	1. Customised Training Capacity Building (BCM, PA 7000, Anti-bribery) 2. Supply Chain Auditing (PAS 7000)
Assessment	1. Human rights 2. Conflict minerals 3. FCPA 4. BSI VerifEye profile 5. Client specific programmes	1. C-TPAT/AEO/PIP 2. BSI VerifEye profile 3. Client specific programmes	1. BCM resilience 2. BSI VerifEye profile 3. Client specific programmes
Advisory	1. Reputation risk (CSR, suppliers, environmental, OHS, anti-bribery) 2. Capacity building/continuous improvement	1. Financial risk modelling 2. Enterprise risk assessment 3. Product risk assessment Government trade compliance (C-TPAT, AEO/PIP)	1. BCM best practice sharing

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Protecting your brand

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Domain 3: Supply Chain Resilience – Existing Portfolio

	Mitigating Social Risk	Minimizing Security Risk	Ensuring Supply Chain Continuity
Knowledge	1. Domain expertise 2. *Intelligence IP (SCREEN)*	1. Domain expertise 2. *Intelligence IP (SCREEN)*	1. Domain expertise 2. *Intelligence IP (SCREEN)*
Training	1. *Customised Supply Chain Auditing (PAS 7000)*	1. *C-TPAT (LMS eLearning, onsite)* 2. *Supply Chain Auditing (PAS 7000)*	1. *Customised Training Capacity Building (BCM, PA 7000, Anti-bribery)* 2. *Supply Chain Auditing (PAS 7000)*
Assessment	1. *Human rights* 2. *Conflict minerals* 3. *FCPA* 4. *BSI VerifEye profile* 5. *Client specific programmes*	1. *C-TPAT/AEO/PIP* 2. *BSI VerifEye profile* 3. *Client specific programmes*	1. *BCM resilience* 2. *BSI VerifEye profile* 3. *Client specific programmes*
Advisory	1. *Reputation risk (CSR, suppliers, environmental, OHS, anti-bribery)* 2. *Capacity building/continuous improvement*	1. *Financial risk modelling* 2. *Enterprise risk assessment* 3. *Product risk assessment Government trade compliance (C-TPAT, AEO/PIP)*	1. *BCM best practice sharing*

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Protecting your brand

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Final thoughts…..

- CNI programs are vital and BSI is expert in this area.

- We have authored most of the leading standards to protect CNI and are developing many more.

- We have developed products, services and solutions to enable CNI organisations to become RESILIENT, thereby delivering sustainable high performance and continuous improvement- truly passing the test of time.

- We have Knowledge, Training, Assessment and Advisory services for many key standards including:
  - Information Security, Crisis Management and Business Continuity

- It will be our pleasure and indeed our privilege to discuss these further with you.

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