



## Introducing BSI

David Horlock

Managing Director – Asia Pacific



### Who is BSI?

- **By Royal Charter:** focused on the development of **standards, training** and **certification** activities designed to **improve performance, manage risk, reduce cost** and enable **sustainable growth**
- **Leading global standards creation body:** British, European, ISO, Public and Private Standards
- **Experienced:** The **world's first National Standards Body** established in 1901
- **Thought leaders:** Founding member of ISO and shaped the world's most adopted standards, incl. **ISO 9001 Quality Management, ISO 14001 Environmental Management, BS OHSAS 18001 Health and Safety, ISO 27001 Information Security, ISO 22301 Business Continuity, ISO 50001 Energy Management, FSCC 22000 Food Safety**



## A truly global brand

80,000 clients

182 countries

3 regional hubs

73 offices worldwide

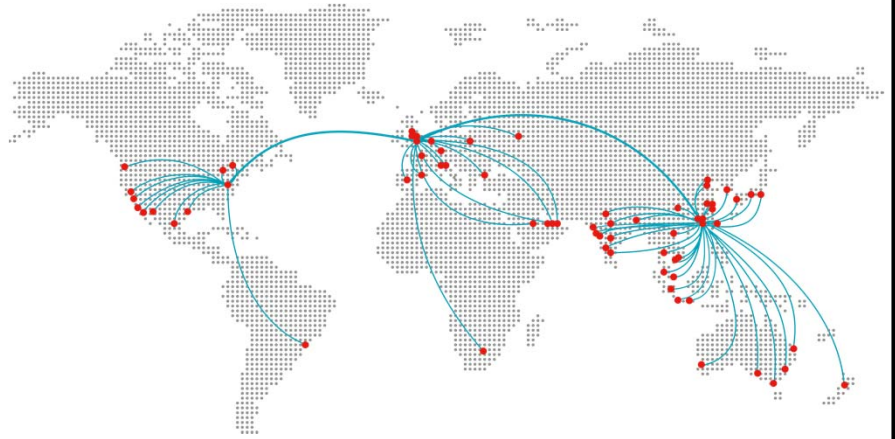
NPS +51

37,384 standards published

51% of Fortune 500

75% of FTSE 100

68% of Nikkei Index



bsi. Copyright © 2016 BSI. All rights reserved.

## Over 100 years expertise shaping global standards to facilitate trade and improve business

### Product Specification Standards

- Starting from 1901, Initial Standards focused on **product specifications** to harmonize and facilitate commerce and reduce duplication
  - Railroad gauges
  - Steel specifications
  - Construction standards
  - Agricultural commodities
  - Consumer and electrical products
  - Personal safety equipment
  - Medical devices
- Product Specification Standards remain relevant today to support **new innovations** such as smart cities and medicine

### Business Process Standards

- The next generation of standards focused on **business processes** to ensure consistent quality output
- BSI shaped the original standards for:
  - Quality Management (ISO 9001)
  - Information Security (ISO/IEC 27001)
  - Environment Management (ISO 14001)
  - Health & Safety (OHSAS 18000)
  - IT Services Management (ISO/IEC 20000-1)
  - Business Continuity (ISO 22301)
  - Sustainable Events (ISO 20121)

### Business Behaviour Standards

- BSI's new generation of Standards are centred around **people behaviour and values** to help organizations reach their full potential and **protect their corporate reputation**
- Key standards include:
  - Anti-Bribery
  - Corporate Social Responsibility
  - Business Ethics & Sustainability
  - PAS 7000 - GRC



Product Specification Standards



Business Process Standards



Business Behaviour Standards

Founded 1901

1950

2000

BSI's end-to-end solutions make excellence a habit



**Shape**

Together with >10,000 independent experts, BSI leads in the development and maintenance of global standards

- Public Standards - PAS
- British Standards - BS
- European Standards - EN
- ISO Standards



**Share**

We share our standards and guidance documents in many formats, from paper to PDF or organization-wide licenses

- Online Standards Portal
- Network Licenses



**Embed**

Our tutors transfer the knowledge and skills needed to embed excellence

- In-Company Training
- Public Training
- Internal & Lead Auditor Training
- Self Assessment tools
- Gap Analysis



**Assess**

Our assessors give you proven ways to measure, improve and confidently promote your organization

- Systems Certification
- Gap Analysis
- Verification Services
- Supplier Certification
- 2<sup>nd</sup> Party Assessment
- Self Assessment Tools
- Product Certification
- Kitemark & CE marking



**Support**

We support you with the knowledge and business tools you need to continually improve

- BSI VerifEye™
- Action Manager
- Supply Chain Solutions
- ✓ SCM
- ✓ SCREEN
- ✓ Capacity Building

Risk Management Standards  
Sustainability Standards  
Operational Performance Standards



# Organizational Resilience

Harnessing experience, embracing opportunity

David Horlock

BSI Managing Director - APAC



# A brief history of **Organizational Resilience**



Concept of different levels of **'resilience'** maturity

Emerging as a principle in academic areas over last 15 years



BS 65000  
World's first Standard for **Organizational Resilience**

**Designed by industry,  
for industry  
and backed by government**

2000

2014

2016

bsi. Copyright © 2016 BSI. All rights reserved.

7

**Disaster Recovery**

**Business Continuity**

**Risk Mitigation**

Traditional view of 'Resilience'

8



*Organizational Resilience is "the ability of an organization to anticipate, prepare for, respond and adapt to incremental change and sudden disruptions in order to survive and prosper."*

*BS 65000, Guidance on Organizational Resilience*

**Adaptable**

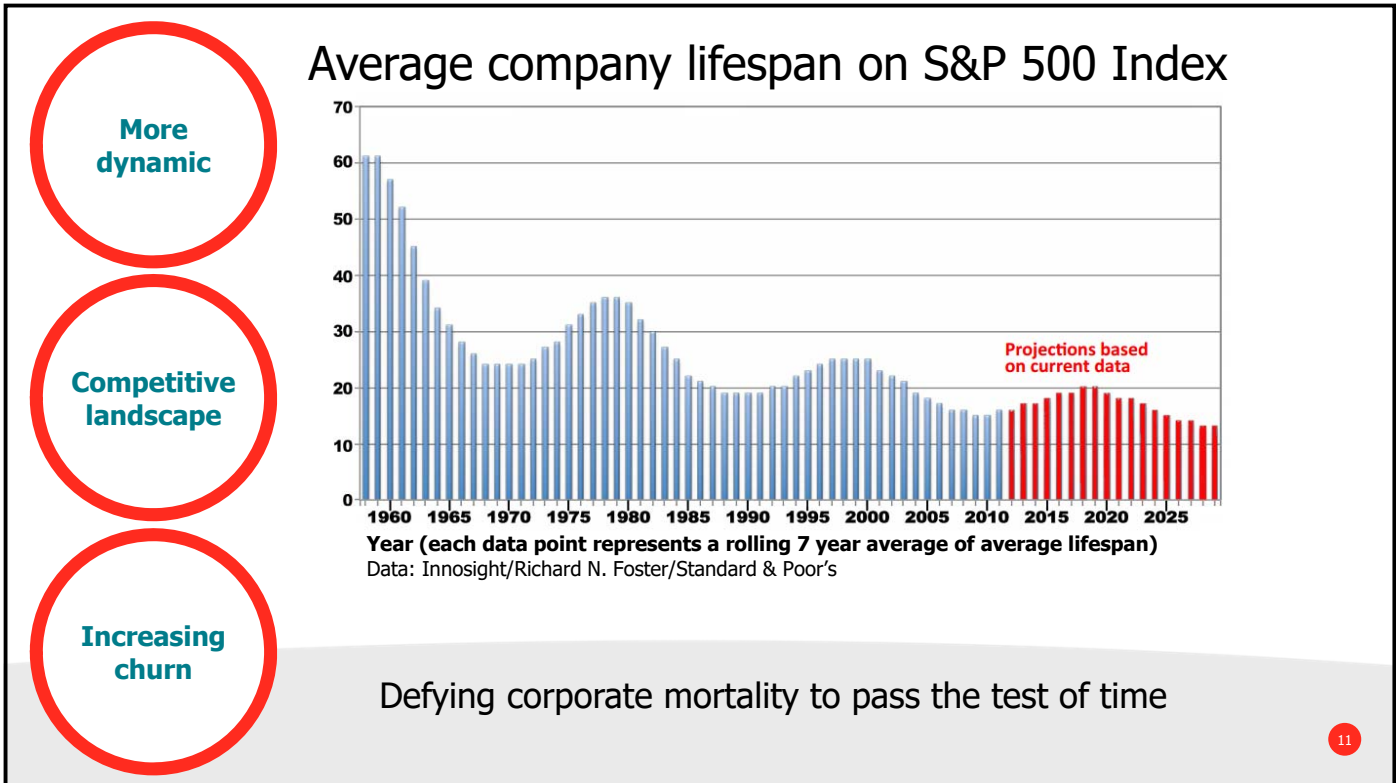
**Fit for purpose**

**Create advantage**

**Leaders act as custodian of business**

**Positive legacy**

*"It is not the strongest of the species that survives...It is the one that is the most adaptable to change."*  
*Charles Darwin*



## Research conducted by The Economist Intelligence Unit

**411 business execs surveyed**

- 61% heads of departments, SVPs or CEOs
- 20% from companies over 100 years old
- 16% from companies less than 10 years old
- Geographical spread
  - Asia Pacific (30%)
  - North America (30%)
  - Europe (29%)
  - Other (11%)

Copyright © 2016 BSI. All rights reserved.

12

# Organizational Resilience identified as a priority



## Organizational Resilience is...



**A business priority**  
(88%)



**Essential to long-term growth**  
(80%)



**A competitive advantage**  
(61%)

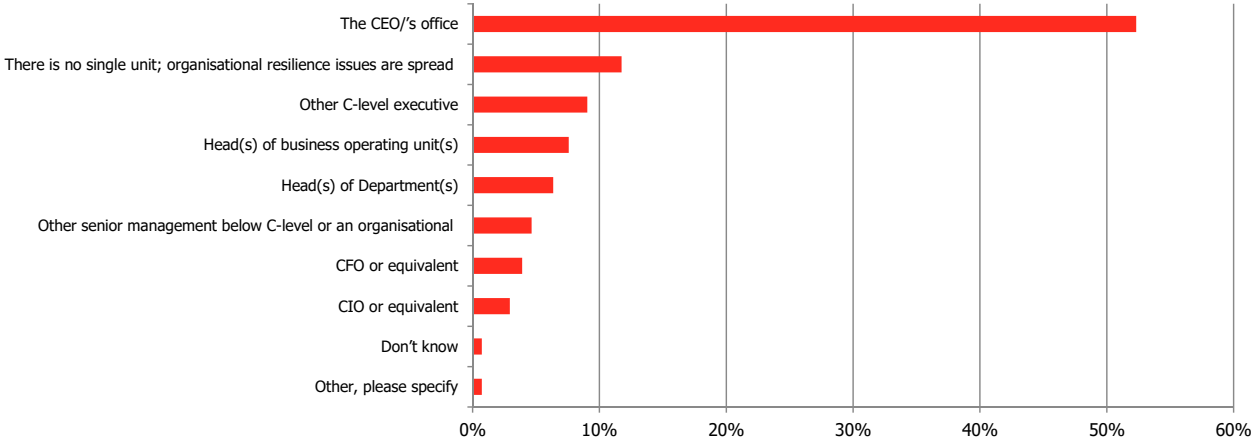
### Yet

Only 29% say that resilience-oriented practices are embedded today  
Meaning 69% of Organisations need help

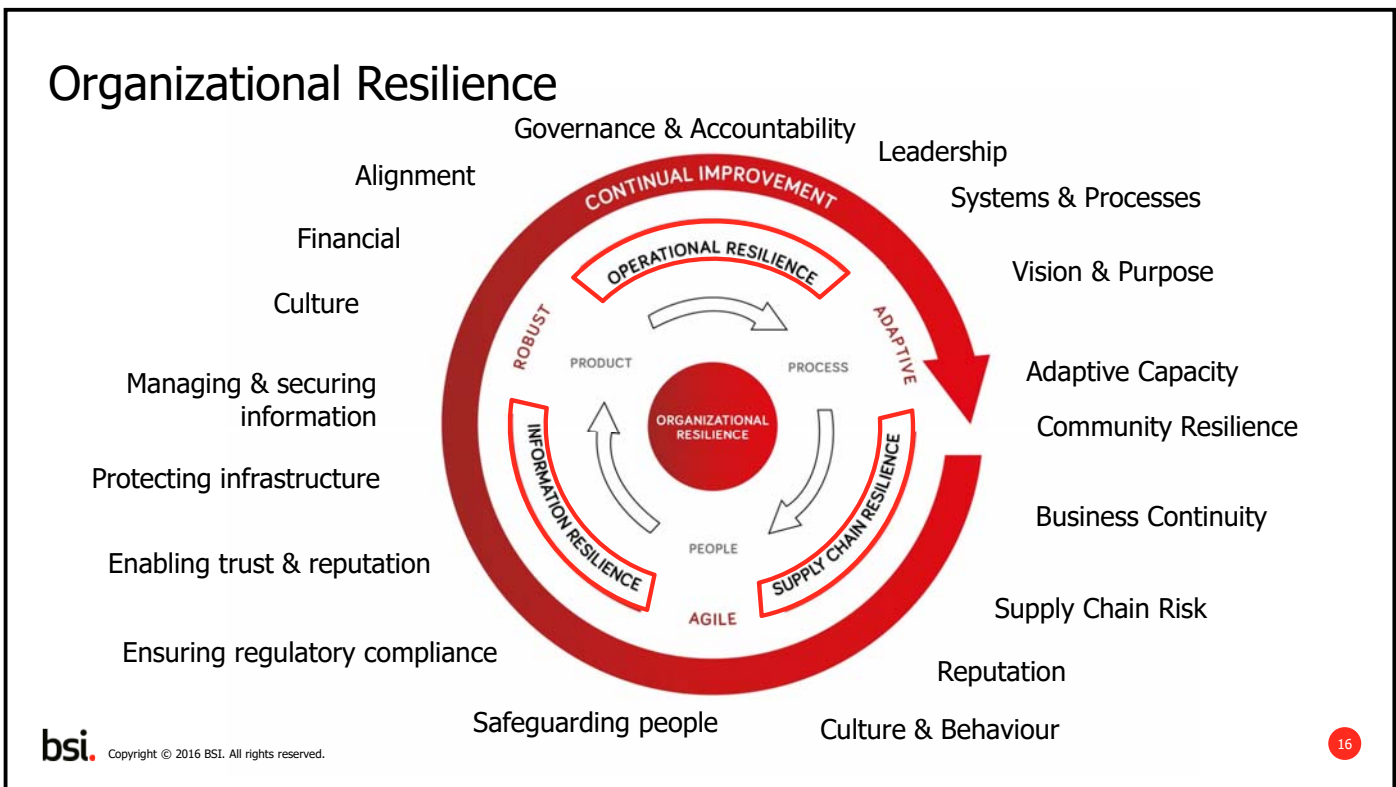
# Responsibility comes from the top



## Who takes responsibility for Organizational Resilience?



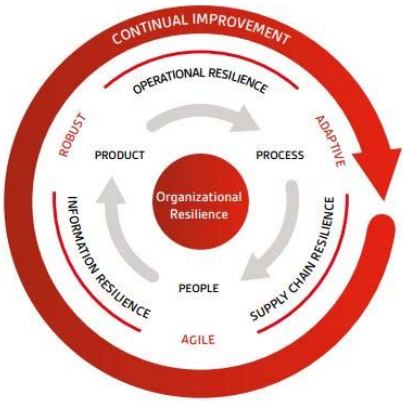






# Elements of BSI Organizational Resilience Index

Derived from Guidance on Organizational Resilience BS 65000:2014



=

Sr. No.	Elements
1	Governance & Accountability
2	Leadership
3	Vision & Purpose
4	Culture
5	Horizon Scanning
6	Alignment
7	Resources
8	Awareness
9	Adaptive Capacity
10	Financial
11	Business Continuity
12	Community Resilience
13	Information & Knowledge Management
14	Innovation
15	Supply Chain
16	Reputation

bsi. Copyright © 2015 BSI. All rights reserved.  
Copyright © 2016 BSI. All rights reserved.

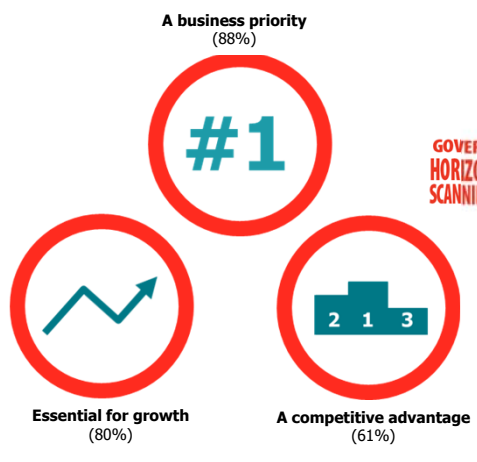


# In summary

## Holistic approach



## Bringing real benefits



## The 16 elements of Organizational Resilience



[www.bsigroup.com/Organizational-Resilience](http://www.bsigroup.com/Organizational-Resilience)