

A successful organization is...

bsi.

A successful organization is...

trusted

secure

responsible

robust

innovative

agile

resilient



By Royal Charter

From tram tracks to the Internet of Things, BSI's heritage is closely tied to how 'things' work. Making sure they work safely. Making sure they work properly.

Over one hundred years ago, our first standard reduced the number of tram track gauges from 75 down to 5. Today we now offer over **58,000** standards and we originated the world's 3 most widely adopted standards: quality management, environmental management and occupational health and safety.

We also help organizations all over the world implement this collective best practice, training **134,000** delegates and spending **191,000** days evaluating and certifying management systems each year. We also deliver close to **60,000** advisory days annually, working with organizations on the inside to help them improve their resilience.

Our product certification teams spend thousands of hours in labs each year testing windows, electronics, medical devices and many other types of products so that people know they're safe in their own homes, on work-sites and when under the care of medical professionals. A product tested and certified by BSI is the ultimate sign of trust.

As a Royal Charter, independent, non-profit distributing organization, we are able to re-invest **100%** of our profit back into our company. One of the key assets we invest in is our people. Our passion, expertise, integrity, inclusive nature and commitment to continual improvement set BSI apart.

We enable organizations to be more trusted. More secure. More responsible. More robust. More innovative. More agile. Combined, this enables an organization to be more resilient, ultimately enabling them to stand the test of time.





trusted

\*BSI voice of customer programme 2017

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# How trusted is your organization?

Your customers need to be able to trust your organization. To do so you need to assure them that your products, processes and business decisions are reliable, safe, ethical and sustainable.

Building a trusted brand starts with commitment. Ask yourself, can customers trust the safety and reliability of your products? Are you embedding quality processes at every level of your organization? Are your employees safe at work? Do you have a back-up plan?

The BSI Kitemark™ is the ultimate symbol of trust. We test products and services thoroughly, replicating the way they will be used and with on-going reviews, your customers can be sure they're safe. The BSI Assurance Mark is also a symbol of trust, whether it's for the iconic ISO 9001 Quality Management system, or ISO 22301 Business Continuity – your customers are reassured that you're continually improving the way you do business.

**73%**

of BSI clients state certification to Business Continuity (ISO 22301) inspired trust in their business\*

**191k**

BSI perform over 191,000 audits every year across 154 countries



secure

\*BSI voice of customer programme 2017

\*\*PWC 2015 Information security breaches survey

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# How secure is your organization?

A secure organization is better protected from threats. Your stakeholders – investors, employees and customers alike – need to be confident that your organization is secure and dependable.

Security is about assessing, managing and mitigating risks, from flood, fire and theft, to cybercrime and supply chain disruption. It demands the protection of all your assets, both tangible and intangible, ranging from people and premises to intellectual property and customer data.

BSI services and solutions help solve these challenges. Our Supplier Compliance Manager enables you to have transparent oversight of complex supply chain networks and SCREEN provides visibility into geographic supply chain risks. We're also a reputable provider of the world's most widely adopted information security management system, ISO/IEC 27001, which acts as the foundation for your organization's information security challenges. Combined with our international penetration testing services, we help ensure your vital systems are more secure. We can help you take a proactive approach to mitigate global risks, secure your business and become more resilient.

65%

of BSI clients state certification to Information Security (ISO/IEC 27001) reduces business risk\*

90%

of large organizations have experienced a security breach\*\*



# responsible

\*Neilson Global Sustainability report  
\*\*BSI voice of customer programme 2017



# How responsible is your organization?

A responsible organization has responsible leaders, who act legally and ethically to manage risks and embrace opportunities.

A responsible business ensures the health and wellbeing of its people; it provides quality-assured, legally-compliant products and services. It controls its impact on the environment, minimizing energy consumption and carbon emissions while managing waste. It fulfils its obligations to customers, supplying safe, reliable products and maintaining vital services.

With awareness of the society in which it operates, a responsible business seeks to work collaboratively with customers, suppliers and partners to bring benefits to all its stakeholders and contribute to its commercial success.

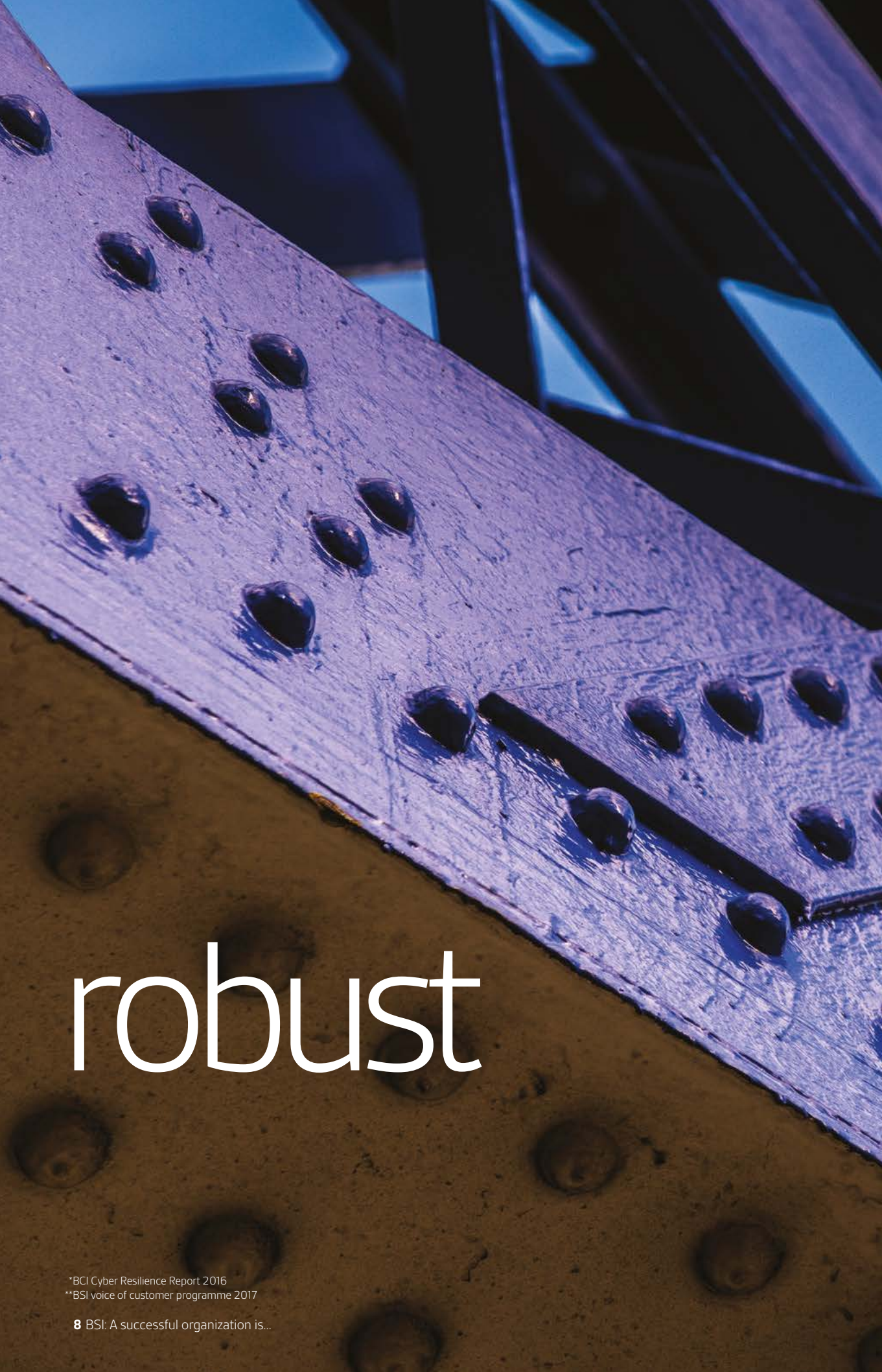
BSI offers a wide range of environmental, health and safety services including certification to standards such as ISO 14001 Environmental Management and ISO 50001 Energy Management. For clients not certified with us, we also offer a range of consultancy services within environmental services, ergonomics, air permitting and modeling as well as responsible supply chain solutions.

65%

of consumers say they are willing to pay more for sustainable brands\*

77%

of BSI clients state certification to Environmental Management (ISO 14001) enables them to comply with regulations\*\*



# robust

\*BCI Cyber Resilience Report 2016  
\*\*BSI voice of customer programme 2017

## How robust is your organization?

Being robust starts with inspiring and effective leadership. Sound corporate governance, risk management and the right people are paramount to strengthening your organization.

Being robust means having the ability to protect your assets and overcome business interruptions. Understanding your supply chain is critical to this, allowing you to monitor supplier compliance, identify weaknesses and manage exposure to risks.

A robust organization is adaptable. In a changing world, where new threats and opportunities are constantly evolving, your business must respond rapidly to shifting forces, from technological advances and innovation, to sustainability and globalization.

In practice, making your organization more robust requires action. It means implementing effective management systems and processes that are efficient and reliable.

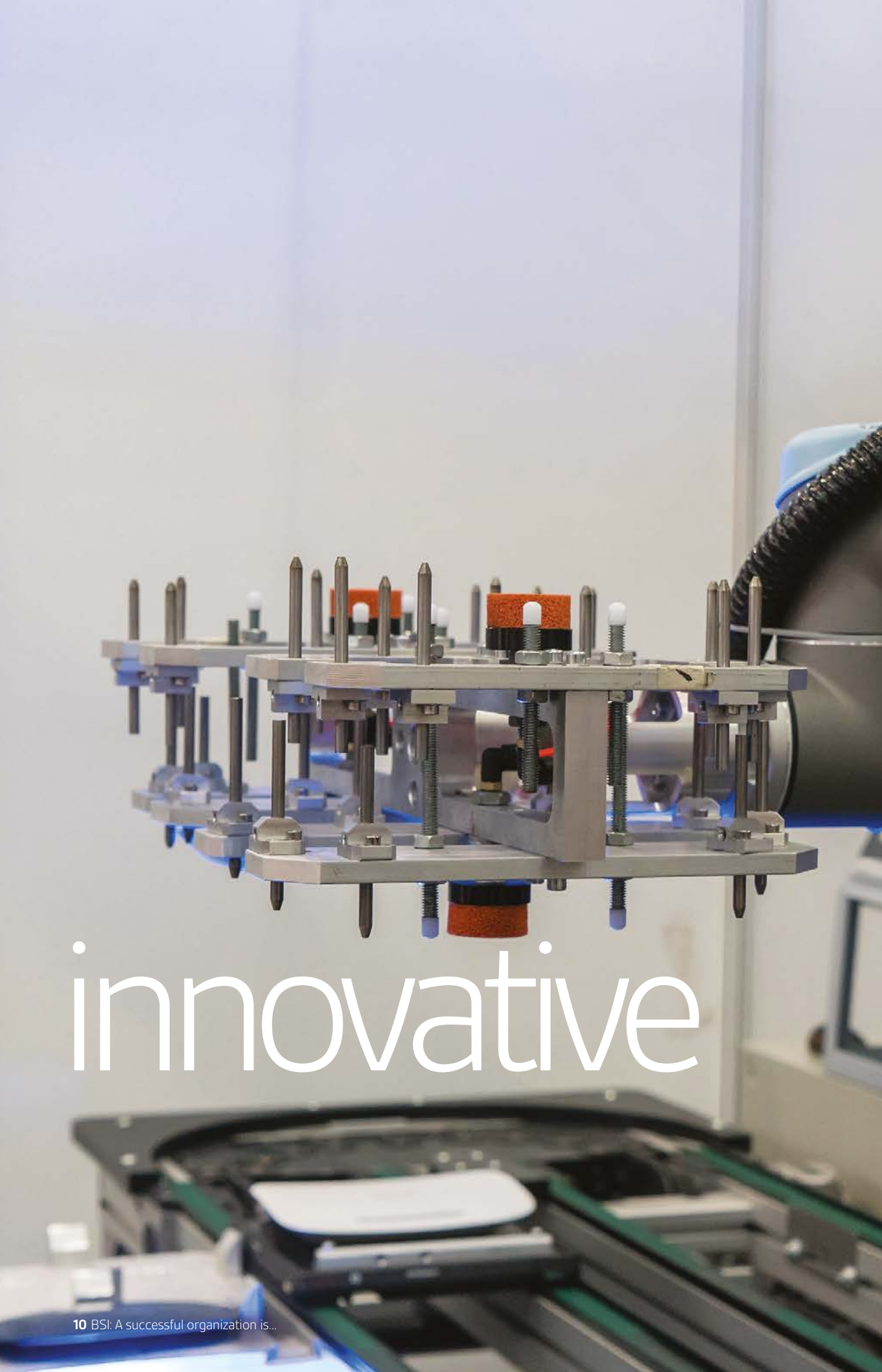
BSI's products and services, delivered by experts, can help your organization be more robust.

75%

of organizations report that they have business continuity arrangements in place to deal with cyber disruptions\*

61%

of BSI clients state certification to Quality Management (ISO 9001) helps reduce the likelihood of errors\*\*



innovative

## How innovative is your organization?

Innovation is about adaptability, forward thinking and developing new practices and ideas that contribute to significant shifts in industry.

BSI understands innovation. Since 1901, when we wrote the first standard relating to steel sections for tramways, our business has continuously evolved – we now offer over 58,000 standards. We were and continue to be at the forefront of national and international standardization.

The knowledge embedded in the standards we publish helps organizations improve their performance, manage risk, innovate and grow. We work closely with governments, trade and educational bodies and technical experts to develop solutions to support rapidly changing landscapes, new digital technologies, sciences and industry practice. We are relentlessly pioneering new standards developing expertise in areas such as the Internet of Things, digital manufacturing, ethical practices with robots, smart cities and many more.

3

The top three most implemented management standards in the world were originated by BSI

11.5k

BSI has a network of over 11,500 experts to support standard creation



agile

## How agile is your organization?

Speed of decision making and the ability to adapt in today's ever-changing business environment is vital for any organization that wants to thrive. Sometimes this means protecting your business from issues your industry may face in the future.

When businesses are faced with having to adjust their agendas to social change, regulatory issues and other unpredictable obstacles, external insight and expertise is crucial. BSI's consultancy services offer this unique insight.

In order to help you adapt quickly to modern-day challenges, our consultants can help you build and improve internal and external business relationships, identify and enhance processes, align leadership and engage people. Whether it's for a short, fixed period, or a more detailed programme, we can offer personalized insight in areas such as environmental, health and safety, supply chain, information security and more.

5

BSI has rapidly expanded expertise in professional services with five acquisitions in the last 12 months

58k

BSI successfully delivers 58,000 consulting days every year



# resilient

\*BSI/Economist Intelligence Unit Report on Organizational Resilience  
\*\*Of 3700 clients asked in the BSI brand survey 2016



# How resilient is your organization?

A resilient organization anticipates and adapts to both incremental change and sudden disruption in order to survive and prosper in a dynamic, interconnected world.

It must be robust, secure, responsible, trusted, innovative and agile.

Resilience means striving to embed best practice across an organization. It requires continuous improvement, not only in its people, products and processes, but also in the key areas of operations, information and supply chain to enable faster, more effective decision making.

BSI can help you achieve this. We can be your guide, enabling you to build capability, competence, strength and reliability throughout your organization.

Harness our experience to counter threats, embrace opportunities and face the future with confidence.

88%

Respondents to a BSI/EIU global survey believe that Organizational Resilience is a priority for their business\*

60%

of our clients see BSI as a credible partner in helping them achieve resilience\*\*

BSI solutions

# Knowledge Assurance Compliance

# Knowledge

Our knowledge and workflow solutions help organizations resolve their strategic and operational challenges in order to perform better and deliver value. We offer an extensive range of standardization solutions to help meet the needs of industry, government, consumers and other stakeholders.

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## National Standards Body

Appointed by the UK Government, BSI is the UK national standards body. We develop international, European and British standards.

### Standards – collective, best practice thinking

Standards represent the distilled wisdom of what 'good' looks like. They are open, consensus-based frameworks for knowledge sharing amongst stakeholders.

Standards cover products, services and processes providing organizations of all types and sizes with a passport to trade and they give confidence to consumers.

Increasingly, standards are used to foster innovation and support the market uptake of emerging technologies in areas such as:

- digital manufacturing
- smart cities
- cybersecurity
- digital healthcare
- financial technology

We are committed to deepening our engagement with industry and the wider stakeholder community, bringing together the insight of experts, people who use standards, the needs of consumers and the requirements of regulators.

### Get involved

Work with us to share your expertise and help create the standards of tomorrow. There are many ways you can get involved in developing standards, including suggesting ideas for new standards, participating in public consultation on standards or becoming a member of one of our standard development committees.

### Develop your own standards

A Publicly Available Specification (PAS) standardizes elements of a product, service or process. It provides a sponsored route for any type of organization to develop a standardization document in response to a market need. Commissioning a PAS puts you in the driving seat for setting the agenda in your sector. It can help you work with regulators, set an agreed level of good practice and/or quality or establish trust in an innovative product or service.

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<b>BSOL</b>	British Standards Online (BSOL) is a comprehensive online standards library providing access to over 58,000 standards including British and European standards as well as content from ASTM, IEC and ISO. It is an easily accessible platform tailored to your specific standards requirements. You have the flexibility to subscribe to the full collection, subject-based modules or build your own customized library.
<b>Compliance Navigator</b>	Compliance Navigator is a powerful digital information service providing access to medical device standards and updates with UK and EU requirements. Smart tools such as early alerts to change, device-specific profiles and track changes are designed to save you time and money; helping you get to market faster and maximize your return on investment. It's the smart and simple way to manage medical device compliance.
<b>Eurocodes PLUS</b>	Eurocodes PLUS is a unique software tool that digitizes 25,000 pages of Eurocodes, making it a faster more efficient way to design with Eurocodes and complex cross-referencing a thing of the past. You select the information relevant to your design and create personalized documents to collaborate and share across your team. There is simply no better way to optimize your design time.
<b>BSI Membership</b>	In an increasingly competitive world, standards can mean the difference between success and failure and that's why more and more organizations use them. Being a BSI Member means you gain exclusive access to a team of information experts, receive regular standards updates via our Membership Portal and enjoy substantial price discounts on standards and conferences. Membership also sends a powerful message to customers that you believe in the highest standards.
<b>Online standards catalogue</b>	Looking for a particular standard? Search and purchase standards from our online catalogue: <a href="http://shop.bsigroup.com">shop.bsigroup.com</a>

# Assurance

Our assurance services are globally available and are delivered by experts. Whether it's certification to a management system, training delivered by one of our experienced tutors or assuring your products are safe, we can help make your business more resilient.

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## Management systems certification

Certification to a management system demonstrates to your customers, suppliers, staff and investors that you are committed to being the best you can be. Once you've implemented a management system, we'll provide you with the tools, training and expertise to ensure it adds maximum value to your organization. Every year we successfully complete 191,000 audit days.



## Operational resilience

A resilient organization has a full understanding of how it's run and the environment in which it operates. This includes identifying operational improvements across its products/services and processes in order to meet the needs of its customers over time, through to how an organization values its people and governs itself. It requires evidence that the organization is not complacent and is always challenging itself to improve performance and grow sustainably. BSI can help through a range of management systems standards including:

- Quality Management – ISO 9001 (and sector derivatives)
- Environmental Management – ISO 14001
- Energy Management – ISO 50001
- Occupational Health and Safety – OHSAS 18001/ISO 45001\*
- Business Continuity – ISO 22301
- Collaborative Relationships – ISO 44001
- Anti-bribery – ISO 37001

## Information resilience

In today's world, organizations must be trusted to safeguard sensitive information. A resilient organization must manage its information – physical, digital and intellectual property – throughout its lifecycle, from source to destruction. This requires the adoption of information security-minded practices that allow stakeholders to gather, store, access and use information securely and effectively. Management systems can help with:

- Information Security – ISO/IEC 27001
- IT Service Management – ISO/IEC 20000
- Cloud Security – ISO/IEC 27017 and CSA STAR
- Personally Identifiable Information in the Cloud – ISO/IEC 27018

## Supply chain resilience

As supply chain networks increasingly span continents and become more complex, the ability to quantify and mitigate supply chain risks throughout the procurement, manufacturing, transportation and sales lifecycle is paramount. Organizations need to identify the critical risks to minimize disruption and help protect global operational, financial and reputational exposures. BSI can help with:

- Supply Chain Prequalification – PAS 7000

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## BSI Entropy™ software

Helps you to get the most from your business and management systems.

BSI Entropy™ software provides a powerful business improvement solution that can reduce the cost and effort to proactively manage compliance, risk, and audit activities that meet recognized standards. Used globally by companies of all sizes to streamline critical processes and drive continual improvement.

\*anticipated release by 2018

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### BSI Training Academy

At BSI Training Academy, we have one aim – to transfer our expertise to you. As pioneers of the world's leading standards, our expert knowledge is in high demand.

- Our engaging courses are designed to ensure you have the knowledge and skills you need to succeed
- We evaluate your feedback to ensure we're constantly developing our programmes around your satisfaction and success rates
- We train more than 134,000 people annually
- Our tutors are rated 9.2/10 by their delegates
- Industry-leading accelerated learning techniques
- Leading the way with innovative new virtual learning courses

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### Product certification

We offer a range of testing and certification services including new product development, pre-assessment, gap analysis, batch testing and full compliance testing. We have some of the widest testing and certification capabilities in the world giving you confidence in your products and helping you gain access to global markets.



### Kitemark™

The BSI Kitemark™ is a quality mark owned and operated by BSI. It is one of the most recognized symbols of quality and safety and offers true value to consumers, businesses and procurement practices. From fire and electrical safety, to specifications around equestrian helmets and safety glass – you can be sure that your products or services are rigorously and regularly tested to meet stringent safety requirements.

### CE marking

As a Notified Body we can help you gain access into the European market by ensuring your product meets all CE marking requirements. CE marking allows you to legally market and distribute your product within the European market and demonstrates that your product complies with all applicable European directives and regulations.

As a Notified Body for many EU directives and regulations we will work in partnership with you to help you understand and comply with the essential requirements.

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### Medical devices and healthcare

Our mission is to ensure patient safety while supporting timely access to global medical device technology. We strive to set the global standard in thorough, responsive, predictable conformity assessments, evaluations, and certification.

BSI provides a world-class global service for medical device manufacturers – with a range of services from Product Certification and ISO 13485 Medical Device Quality Management – to product conformity assessment and design review, certification, training and standardization.

We are an approved Notified Body that has been leading the way in assisting manufacturers to navigate through the maze of regulatory requirements. We're recognized by the European Commission working with the three Medical Device Directives, and also hold recognition by CMDCAS (Canada), PMD Act (Japan), Taiwan FDA (under TCP programme), Hong Kong MDCO (under Hong Kong CAB), Malaysia CAB services and INMETRO (Brazil). We are also an appointed MDSAP Auditing Organization.

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# Compliance

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## Supply chain services and solutions

Our risk management suite offers a complete solution to increase visibility and develop a more sustainable and secure supply chain to address security, corporate social responsibility and business continuity threats. Each service and solution can work independently addressing specific needs, or providing unparalleled insight into your global operations.

## Supply Chain Risk Exposure Evaluation Network (SCREEN)

SCREEN is our comprehensive web-based, global supply chain intelligence system that measures country-level risk factors through over 20 proprietary country-level supply chain risk ratings. SCREEN is used globally by importers, manufacturers, associations and governments to evaluate and quantify potential exposures and supply chain threats in over 200 countries.

## Supplier Compliance Manager (SCM)

SCM, our web-based risk and audit management tool, links our supply chain intelligence with your global corporate and supplier operations. You can map, track and mitigate top threats to your global operations, critical suppliers and other supply chain entities through multiple assessment. Monitor year-over-year progress for your government and corporate supply chain management programmes.

## Supply Chain Advisory Services

BSI risk advisors work with organizations to understand and define the critical interdependencies of supply chain risks along the entire product journey. Identifying the highest risk areas enables an organization to manage, mitigate and plan effectively.

## VerifEye™ – Supplier Verification Auditing

Our supply chain verification auditing service enables organizations to gain complete visibility into their suppliers' practices worldwide. Our experienced in-country auditors will confirm that your suppliers' business information, policies and procedures are in line with your organization's requirements and objectives.

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## Professional services

### Advisory services

The world of business is constantly evolving, creating ever-changing challenges for organizations. We understand this and offer unique insight, knowledge and know-how to help companies thrive.

### BSI Environmental, Health and Safety Services and Solutions

Businesses today are challenged by the complexity of laws and regulations around Environment, Health and Safety (EHS). BSI's expert consulting team provides strategic, management and technical consulting solutions including assessments, compliance and permitting, risk management, information solutions, reporting, training and more. Our professionals have the necessary certifications and industry knowledge to successfully navigate regulatory and operational challenges to optimize resources for quantifiable results.

### BSI Cybersecurity and Information Resilience

We provide expertise to organizations on identification, protection, compliance and management of their information. We solve their information challenges through a combination of consultancy, technology, research and training.

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...making excellence a habit.™

[bsigroup.com](https://www.bsigroup.com)



Through the passion and expertise of our people, BSI embeds excellence in organizations across the globe to improve business performance and resilience.