





# We spend over **1 million hours** each year improving the performance of businesses around the world



This experience allows us to see first-hand how ISO 22301 can help organizations to reduce risks, increase resilience, and deliver real benefits

Business issue	How ISO 22301 helps	Benefit to your organization
 <p><b>Disruption</b></p>	<ul style="list-style-type: none"> <li>You need to consider the interested parties affected by the Business Continuity Management System (BCMS) and their requirements and plan how and when you will communicate with them when an incident occurs</li> <li>You need to define acceptable timescales for the resumption of activities for you and your suppliers</li> <li>It requires you to test your plans and work with partners, making it real and not just a paper-based exercise</li> </ul>	<ul style="list-style-type: none"> <li>Reduces the frequency and impact of disruptions</li> <li>Helps you to return to “business as usual” as swiftly as possible</li> <li>Sets clear expectations and improves supply chain relationships</li> <li>A robust BCMS in place could reduce your insurance premiums</li> </ul>
 <p><b>Reputation</b></p>	<ul style="list-style-type: none"> <li>You need to understand your role in the wider environment and supply chain so you can identify and effectively manage potential disruptions</li> <li>You need to implement, maintain and improve business continuity plans</li> <li>You need to regularly test plans to check they are effective</li> </ul>	<ul style="list-style-type: none"> <li>Enhances your reputation in the market place which could help you win business</li> <li>Helps ensure your plans are robust and ensures you are resilient and well-placed to deal with change</li> <li>Builds stakeholder confidence and trust</li> </ul>
 <p><b>Risk management</b></p>	<ul style="list-style-type: none"> <li>You will need to evaluate the impact of disruption</li> <li>You need to consider how each risk will be handled</li> <li>You need to carry out regular risk assessments, including those affecting interested parties and the wider community</li> </ul>	<ul style="list-style-type: none"> <li>Gives visibility on the risks to your organization both internally and externally</li> <li>Gives you confidence that your recovery plans are effective</li> <li>Can give cost savings on reducing the impact of disruptions</li> <li>Keeps you up-to-date with any regulatory obligations or societal needs in the event of a disruption</li> </ul>
 <p><b>Engagement</b></p>	<ul style="list-style-type: none"> <li>Top management are required to develop and continually improve the BCMS</li> <li>Resources and training must be made available to deliver the BCMS</li> <li>Employees and stakeholders must understand the BCMS policy and their roles and responsibilities in relation to it</li> </ul>	<ul style="list-style-type: none"> <li>It puts a high emphasis on the importance of the BCMS so it's taken seriously</li> <li>Ensures staff are competent to effectively manage the BCMS</li> <li>Gives greater clarity to stakeholders and increases employee engagement and understanding of the BCMS</li> </ul>

# Top tips on making **ISO 22301** effective for you

Every year we have interactions with tens of thousands of clients. Here are their top tips.

**Top management commitment** is key to making this a success.

**Keep staff informed** of what's going on, create a team or assign a champion, as this will increase motivation. This could include a well communicated plan of activities and timescales.

Think about how **different departments work together** to avoid silos. Make sure the organization works as a team for the benefit of customers and the organization.

**Review systems, policies, procedures and processes** you have in place – you may already do much of what's in the standard, and make it work for your business.

**Speak to your customers and suppliers.**

They may be able to suggest improvements and give feedback on your service.

**Train your staff** to carry out internal audits of the system. This can help with their understanding, but it could also provide valuable feedback on potential problems or opportunities for achievement.

And finally, when you gain certification celebrate your achievement and use the **BSI Assurance Mark** on your literature, website and promotional material.



"The earlier that organizations talk to senior managers, the better it will go for them so have those discussions early".

John Scott, Overbury, leading UK fit-out and refurbishment business



"When we decided to implement the new standard, we assigned an internal champion of the standard inside the organization".

Ronald Tse, Ribose, Hong Kong based cloud services provider



"With ISO 22301 in place, we are all talking the same language about the business. We all understand what is meant by best practices and we are better able to deliver on our customers' expectations even during an impactful business event".

Dan Nickel, Ciena, US based network solutions provider



"The BCM system is a great reassurance. It has enabled us to make plans to mitigate problems quickly if they occur– for example, to identify a second water supply and provide electricity back-up – things we wouldn't have done otherwise".

Andy Drummond, Lettergold Plastics Ltd, UK engineering company



"They [customers] know we have a solid framework for service continuity and ability to restore all services to business as usual operation in the least possible time".

Sanjay Verma, Dunn & Bradstreet (Australia), global business information provider



"Implementing a ISO 22301:2013 accredited Business Continuity Management System has further enhanced our preparedness to respond to a crisis situation".

Razia Namazie, Singtel Optus Pty Ltd (Australia), telecommunications provider

