Reputational Risk can damage brands

Your **REPUTATION** is your *Brand*

- Product Quality
- Supply Chain Security
- Water Scarcity and Chemical Pollution
- Working Environment and Exploitation
- Pollution
- Environment Damage
- Corruption and贪腐
- Counterfeit

*making excellence a habit.*
BSI’s approach to Organizational Resilience

- BSI believes that Organizational Resilience comprises three fundamental elements:
  1. Product Excellence
  2. Process Reliability
  3. And the right People Behaviours

- Three domains that are critically important in achieving Organizational Resilience today:
  1. Operational Resilience
  2. Information Resilience
  3. Supply Chain Resilience

Organizational Resilience

- Governance & Accountability
- Leadership
- Systems & Processes
- Vision & Purpose
- Adaptive Capacity
- Community Resilience
- Business Continuity
- Supply Chain Risk
- Reputation
- Culture & Behaviour
- Safeguarding people
- Enabling trust & reputation
- Ensuring regulatory compliance
- Protecting infrastructure
- Managing & securing information
- Financial
- Culture
- Alignment
Operational Resilience focuses on a company identifying **operational improvements**, including performance & sustainability, across its products/services and processes in order to meet the needs of its customer, through to how it **values its people** and **governs itself**.
Information Resilience

Managing & securing information
Protecting infrastructure
Enabling trust & reputation
Ensuring regulatory
Safeguarding people
**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**

- Adaptive Capacity
- Community Resilience
- Business Continuity
- Supply Chain Risk
- Reputation
- Culture & Behaviour
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.

## Domain 3: Supply Chain Resilience

### Mitigating Social Risk
- **Knowledge**
  1. Domain expertise
  2. Intelligence IP (SCREEN)
- **Training**
  1. Customised Supply Chain Auditing (PAS 7000)
- **Assessment**
  1. Human rights
  2. Conflict minerals
  3. FCPA
  4. BSI VerifEye profile
  5. Client specific programmes
- **Advisory**
  1. Reputation risk (CSR, suppliers, environmental, OHS, anti-bribery)
  2. Capacity building/continuous improvement

### Minimizing Security Risk
- **Knowledge**
  1. Domain expertise
  2. Intelligence IP (SCREEN)
- **Training**
  1. C-TPAT (LMS eLearning, onsite)
  2. Supply Chain Auditing (PAS 7000)
- **Assessment**
  1. C-TPAT/AEO/PIP
  2. BSI VerifEye profile
  3. Client specific programmes

### Ensuring Supply Chain Continuity
- **Knowledge**
  1. Domain expertise
  2. Intelligence IP (SCREEN)
- **Training**
  1. Customised Training Capacity Building (BCM, PA 7000, Anti-bribery)
  2. Supply Chain Auditing (PAS 7000)
- **Assessment**
  1. BCM resiliency
  2. BSI VerifEye profile
  3. Client specific programmes
- **Advisory**
  1. Financial risk modelling
  2. Enterprise risk assessment
  3. Product risk assessment
  4. Government trade compliance (C-TPAT, AEO/PIP)

Protecting your brand
The Challenge: Hidden Supplier Risks

Many Supply Chain Black Holes

What You Don’t See – You Don’t Know

What You Don’t Know – You Can’t Manage

Who is your supplier? Can you trust them?

- Most companies only know 15% of their suppliers, but not the other 85% including factories, workers, and manufacturing processes.
  - How many of my direct and indirect suppliers are there?
  - Who are they?
  - Where are they?
  - Can I rely on them?

Complex and distributed supply chain partnerships can lead to low visibility, transparency, and credibility.

Last year, 81% of companies experienced at least one supply chain disruption.

Only 15% of companies believe their supply chains have enough resilience to handle the threat of external supply chain disruptions.

50% of respondents believe supply chain transparency is a priority.

[Source: 1, 2, 3, 4]

bsi.
Structure of PAS 7000 Supply Chain Risk Management

9 PAS 7000 Core Modules (核心指標)

BSI Taiwan
Introducing BSI VerifEye™ Directory

Enabling Supply Chain Visibility

The BSI VerifEye™ Directory

• 製作 BSI VerifEye™ Directory 是為了提高供應商能見度與可追溯性

• BSI VerifEye™ Directory 主要標準採自 PAS 7000 標準體系

• 您的 VerifEye™ 企業簡介網頁連結將您組織機構簡介與驗證結果變成強大的銷售工具,增加信任, 提高透明度
將您的驗證變成積極的銷售工具，給您帶來信任與自信

展現企業身分的證明文件

Wonderful Electronics Company Ltd.

認證資訊
廠址位置
廠區照片
公司營運資訊
已驗證的資訊 – 30種以上的資訊揭露

Wonderful Electronics Company Ltd.

提供有用及可信任的資訊
在公司基本資料上

共享VerifEye企業”身分證”網頁連結

您的客戶將收到含企業簡介網頁連結的電子郵件
在電子郵件簽名中嵌入您的 VerifEye logo

如果收信人點擊了您的電子郵件旁的 VerifEye標誌，他/她將看到 BSIVerifEye™ Directory中您已通過驗證的企業簡介

Duck il Industry Co., Ltd.
線上標準

Overview of British Standards Online - BSOL

An online standards database that makes using standards easier and more cost effective.

Over 55,000 British, adopted European, ISO IEC, ANSI standards from your desktop.

Frequent standards revision and completely up to date.
增進國際消費者信賴—產品測試服務與風箏標誌Kitemark®

• 經BSI測試合格的產品或服務均獲頒風箏標誌Kitemark®
• BSI的風箏標誌在消費者心中佔有重要地位，是象徵組織責任與義務的信賴標誌
• 超過72%的英國消費者信賴風箏標誌
• 被公認是產品安全、可靠、信任、與完成驗證的象徵
• 歷經國際市場百年考驗，為消費者選購產品或服務的準則
• 增進消費者信賴與製造商品差異化的行銷利器

來源：GfK消費者小組研究

Healthcare醫療器材產業的權威專家及最佳合作夥伴

全球最大風險等級的醫療器材大廠超過70% 都選擇BSI做為產品驗證服務的合作夥伴，因為我們提供下列承諾：

• 多元的產品管控方案
• 製造流程及產品品質驗證 (ISO 13485, CE Marking)
• 醫療器材臨床及管控教育訓練
BSI訓練學苑—深植卓越習慣、培育管理人才

BSI訓練學苑擁有完善規劃的訓練架構，將知識、技巧和工具教授給您，協助組織將標準深植、培育組織管理人才；我們提供了：

- 通曉標準精髓、身經稽核百戰的講師團隊
- 3大類管理系統課程 – 品質績效、風險控管、永續經營
- 17種國際標準 – ISO 9001/ISO 14001/BS 10012/ISO27001/ISO 22301/ISO 50001……
- 35項專門訓練 – 基礎、建置、內部稽核員、主導稽核員、內部查證員、進階查證員、主任查證員、轉版...
- 公開培訓課程 – 與各界專業人士共同上課、交流、累積菁英人脉
- 包班內訓課程- 替不同的組織目標及業務需求，打造的客製化課程，以有限預算造就無限效益

可口可樂公司

In summary

Umbrella thinking

Proven need

BSI approach

Operational Resilience

Information Resilience

Supply Chain Resilience