Glasgow Airport prepare for the unexpected with Business Continuity Management training

"The BSI ISO 22301 Lead Auditor training not only underpinned the need for a robust business continuity management system and the associated need to learn about the new standard, but also provided me with the tools to help improve the auditing of our entire integrated management system."

Gillies Crichton
Head of Assurance, Glasgow Airport

A personal background

Gillies has been Head of Assurance at Glasgow Airport for over 26 years and one of his responsibilities is to lead all health, safety and environmental compliance issues including managing risk, business continuity, internal audits, emergency planning and fire safety.

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Company background

Glasgow Airport is the eighth busiest in the UK, with nearly 7.5 million passengers per year passing through it. The airport employs over 7,300 people across Scotland and it generates circa £200 million annually for the economy, more than any other airport in Scotland, making it an asset of strategic national importance.

Why did Glasgow Airport decide to certify to ISO 22301 (Business Continuity Management)?

Airports in particular come under a great deal of scrutiny whenever large scale crises arise such as 9/11, the volcanic ash issues, winter weather and hurricanes. It is therefore imperative that robust business continuity plans are in place. The terrorist attack on Glasgow Airport in 2007 demonstrated the benefits of having such plans, as the airport reopened for business as usual in less than 24 hours following the incident. A reputable organization was needed to provide certification and external verification of the airport's processes and procedures.

Initially Glasgow Airport certified to BS 25999, becoming the first airport worldwide to do so. It was then a natural progression to undertake ISO 22301 certification.

What were the objectives for completing this course?

With the move to ISO 22301, Glasgow Airport needed to make sure they could audit against the new standard. Gillies' team were qualified to ISO 14001 and BS OHSAS 18001 and therefore, in order for them to carry out effective audits to ISO 22301 standards, he enrolled on the course. As a result, the team were able to meet the needs, and have a full understanding, of ISO 22301.

The benefits gained from completing this course?

The training Gillies received from BSI ensured that he can conduct audits in a more efficient way, meaning the organization can be confident that their business continuity plans are up to scratch, should the worst happen.

Formal opening and closing meetings are conducted with written feedback using a standardised template on any nonconformities. The auditees feel this is a much cleaner process as it allows them the opportunity to understand what the standard expects, what the auditor found and the resulting gap. They then have the ability to record what actions they propose to undertake, rectify the nonconformity and set realistic target dates for completion.

The course was attended by a wide range of different organizations, which allowed Gilies the opportunity to learn from the other delegate's vast array of skills and experiences.

Why did Glasgow Airport choose BSI for their training?

Glasgow Airport had already worked closely with BSI on all aspects of business continuity and were impressed with their previous experiences, so it was the obvious choice to use BSI again.

Contact us now to find out how training can benefit your organization
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