



**BS 25999 BUSINESS CONTINUITY MANAGEMENT
AUDIT, CERTIFICATION & TRAINING SERVICES**

HOW CAN YOU ENSURE BUSINESS CONTINUITY?

BS 25999 AUDITS & CERTIFICATION FROM SGS

Most organisations will, at some point, be faced with having to respond to an incident which may disrupt or threaten the day-to-day operations of their business. A successful Business Continuity Management (BCM) programme, established to respond to any potential disruption, is essential for all organisations. Ensuring a holistic Business Continuity Management System (BCMS) is in place will not only help your organisation recover from disasters, it will also prevent the reputational damage that can arise from any operational outages, missed deadlines, upset customers or direct financial loss. Certification against the requirements of BS 25999, the British standard for Business Continuity Management, enables you to demonstrate your commitment to having a most robust BCMS in place.

ABOUT BS 25999

Business Continuity Management involves the recovery or continuation of business activities in the event of any business disruption. The overall BCM programme must be managed through activities such as training, exercises and reviews to ensure the plans in place are up to date. Even if an organisation has never experienced a serious incident, establishing a BCMS, built on BS 25999, helps to define key business processes and the impact that could result from any threats.

BS 25999 provides a comprehensive set of controls based on BCM best practice, covering the whole BCM lifecycle. It defines the strategic and tactical capability of an organisation to plan for and respond to incidents and business disruptions in order to continue business operations at an acceptable pre-defined level. The standard is generic and offers organisations guidance on putting their BCM systems in place. An organisation can prepare for the worst and take steps to improve its resilience.

The BCMS should also include a Business Impact Analysis (BIA), which

is an inherent part of BS 25999 and an essential component of any business continuity plan. A BIA helps organisations identify their critical activities, dependence and resources supporting their key products and services, as well as what the impact of their failure would be on the organisation.

THE BENEFITS

The BS 25999 certification will help improve any business by ensuring planned, effective BCM at all levels, including:

- Organisation-wide identification and understanding of critical business processes and the impact of disruption
- Increased levels of resilience and recovery capability, and the continued survival of the organisation
- Advantage gained over less resilient competitors
- Positive message communicated to the media and stakeholders in crisis conditions
- Improved risk profile in the minds of insurers, resulting in reduced insurance premiums

- Compliance with the expectations of regulators, insurers, business partners and other key stakeholders
- Significantly reduced financial impact of incidents, disruption or even under disaster
- Increase the survival chance of both the organization and employees
- Reputation maintained, or even improved, through demonstrating a professional approach to managing disruption
- Timely and orderly responses to incidents and business disruptions to continue business operations at an acceptable pre-defined level as promises in contract or agreement
- Encourages cross-team and cross-organization coordination
- Demonstrate credible responses through scenario-base exercising
- Demonstrate management commitment in overall risk management with visible evidence

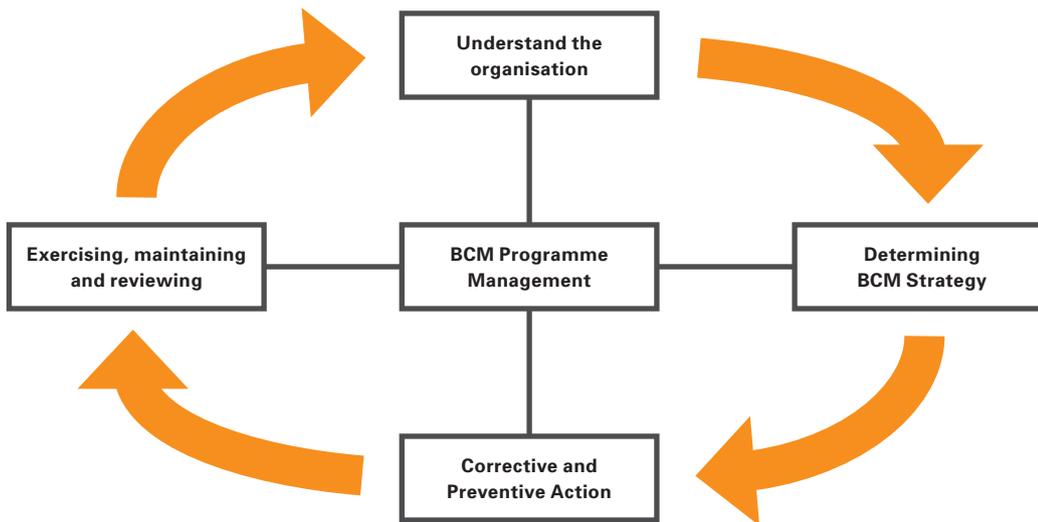
THE BCM PROCESS

The BCM process consists of six steps:

- Step 1 – BCM programme management: Programme management enables the business continuity capability to be both established (if necessary) and maintained in a manner appropriate to the size and complexity of the organisation.
- Step 2 – Understanding the organisation: The activities associated with this step provide the information that enables prioritisation of an organisation's products and services, identification of critical supporting activities and the resources that are required to deliver them. Business Impact Analysis (BIA) and Risk Assessment are crucial parts of this stage.
- Step 3 – Determining business continuity management strategies: This allows an appropriate response to be chosen for a critical product or service so that the organisation can recover and continue their service or product within a pre-defined timeframe after disruption.
- Step 4 – Developing and implementing a BCM response: This involves developing incident management, business continuity and business recovery plans that detail the steps to



EMBEDDING BCM INTO THE ORGANISATION'S CULTURE



be taken during and after a disruption to maintain or restore critical processes or operations.

- Step 5 – Exercising, maintaining and reviewing BCM arrangements: This leads to the organisation being able to demonstrate the extent to which its strategies and plans are fit for purpose with exercises at planned intervals to identify opportunities for improvement.
- Step 6 – Embedding BCM in the organisation's culture: This enables BCM to become part of the organisation's core values and instils confidence in all stakeholders in the ability of the organisation to cope with disruptions. Organisations need to train those responsible for implementing BCM and acting in the event of disruption, as well as those who will be impacted by the plans. Organisations should not only put plans in place, but should ensure they are reviewed regularly and kept up to date.

HOW DOES THE CERTIFICATION PROCESS WORK?

The BCM 25999 certification process consists of six steps:

- Step A – SGS provides you with a proposal based on the size and nature of your organisation. You can then proceed with the audit by accepting the proposal.
- Step B – You may ask SGS to perform a 'pre-audit' to give an indication of the readiness of your organisation for the audit. This stage is optional, yet

it is often found useful in identifying any weaknesses in your systems and in building confidence before the formal audit.

- Step C – The first part of the formal audit is the 'Stage 1 – Readiness Review'. This lets us evaluate the compliance of your documented system with the requirements of the standard to better understand the nature of your organisation, to plan the rest of the audit as effectively as possible and to initially examine key elements of the system. You will receive a report after this stage identifying any concerns or observed non-compliances so that you can take immediate action if required.
- Step D – This is 'Stage 2' of the initial audit process. The audit includes interviews with you and your colleagues and examination of records. Observation of your working practices determines how compliant your actual processes are with the standard and with your own documentation system. At the end of this stage we will present the findings of the audit, classified as either major or minor non-conformances, along with other observations and opportunities for improvement. Once you have addressed the non-conformities, a technical review of the audit will then be conducted by an authorised SGS Certification Manager to confirm the issuance of a certificate.
- Step E – Our surveillance visits will be scheduled at either six or 12-month

intervals depending on the contract. During the visits we review the implementation of the action plan addressing the past non-conformities, and examine certain mandatory and other selected parts of the system in line with an audit plan that we provide you before each visit.

- Step F – Shortly before the third anniversary of the initial certification, our routine visit will be extended to enable a re-certification audit. Surveillance visits will then continue, as before, on a three-year cycle.

BS 25999 RELATED TRAINING

We offer a wide variety of training courses for all levels of ability and awareness. Our BS 25999 training course portfolio is designed to meet the requirements of any organisation, and includes:

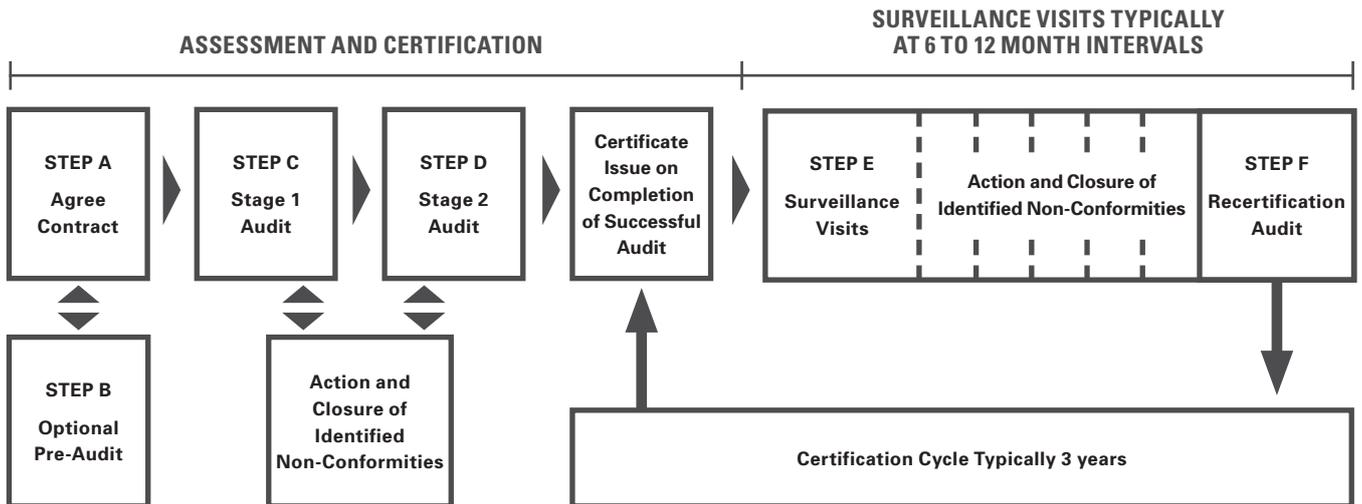
- Foundation Course
- BCMS Architecture Course
- Business Impact Analysis (BIA) Workshop
- Business Continuity Plan Workshop
- Internal Auditor Course
- Lead Auditor Course

OTHER SERVICES RELATED TO BUSINESS CONTINUITY MANAGEMENT SYSTEMS

SGS is also known for its solutions against other needs related to business continuity management as well as continuous improvement:

- Audit, certification and training related

BS 25999 CERTIFICATION PROCESS



to ISO 27001 (Information Security Management Systems) and to ISO 20000 (IT Service Management)

- Integrated Management Systems: your management systems can be audited and certified simultaneously with other management systems which you have implemented
- Audit solutions against additional, bespoke quality performance criteria: SGS can help develop the performance criteria and the checklist or simply check performance against existing measures
- Process Improvement solutions leveraging techniques, such as Lean or 5S

WHY SGS?

SGS is the world's leading inspection, verification, testing and certification company. Recognised as the global benchmark for quality and integrity, we employ over 67 000 people and operate a network of more than 1 250 offices and laboratories around the world. We are constantly looking beyond customers' and society's expectations in order to deliver market-leading services wherever they are needed.

Partnering with SGS opens the door to better performing processes, increasingly skilful talent, consistent and compliant supply chains and more sustainable customer relationships delivering profitable competitive advantage. Work with the global leader and take your commitment to the next level.

We have a history of undertaking and successfully executing large-scale, complex international projects. With a presence in every single region around the globe, our people speak the language and understand the culture of the local market and operate globally in a consistent, reliable and effective manner.

TO LEARN HOW SGS CAN HELP YOU EXCEED CUSTOMER EXPECTATIONS, VISIT WWW.UK.SGS.COM/BUSINESS-CONTINUITY OR CONTACT UK.NOWISTHETIME@SGS.COM FOR MORE INFORMATION.



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