

# FirstBank demonstrates leadership in the banking industry becoming the first organisation in Nigeria to achieve certification to BS 25999



"The history and prime position of our Bank has thrust on us the revered duty to pioneer innovations in the Nigerian banking and financial services sector. We have reached beyond the industry to become the first organisation in Nigeria to receive the BS25999 certification. This will no doubt strengthen our position in delivering secured financial services in the unfolding cashless economy being driven by the Central Bank of Nigeria."

Bisi Onasanya,  
Managing Director/Chief Executive Officer  
FirstBank Group

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## Customer objectives

- To demonstrate its leadership position in the Nigerian banking industry by being the first to adopt best practice in Business Continuity Management (BCM)
- To show its resilience and ability to deliver quality services to its clients.
- To underpin confidence and credibility through implementation of a robust business continuity management in line with global best practice.
- To ensure compliance with regulatory and contractual requirements for robust BCM.

## Customer results

- Assurance to customers of the Bank's commitment to ensuring continuity of service and meeting expectations of stakeholders.
- It ensures safety and protection of the Bank's assets, staff and customers' investments.
- A BCM culture is embedded and internalized across the organization.
- The BS25999 certification provides competitive edge and enhances the brand image due to the Bank's commitment to the international standard.



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## Customer background

First Bank of Nigeria Plc, a member of the FBN Group is Nigeria's primary financial services provider. The Bank which was established in 1894 has over 620 branches in Nigeria and 11 subsidiaries. It has consistently met changing market demands through continuous re-invention and innovation, driven by excellence, modernization and sustained growth. The group has presence in London, Paris, Johannesburg, Beijing, Abu Dhabi, and Democratic Republic of Congo (DRC). The FirstBank Group contributes to national economic development through subsidiaries involved in capital market operations, insurance services, asset management and investment banking, private equity/venture capital, pension fund custodian management, registrar services, trusteeship, mortgage and microfinance banking. With a primary listing on the Nigerian Stock Exchange, about 32.6 billion issued shares and one of the highest shareholders' funds in the Nigerian landscape, Firstbank is owned by over 1.3 million shareholders across the globe and has an unlisted Global Depositary Receipt (GDR) programme. The Bank continues to enjoy strong ratings from international and local rating agencies which include Standard & Poor's, Fitch, Global Credit Rating and Augusto & Co.

## Why certification

In light of an unpredictable commercial environment, organisations face the risk of potential business disruption on a daily basis as a result of both man-made and natural disasters. Implementing a business continuity management system standard ensures protection of assets, staff and continuity of service in the event of any disruption. By embarking on this journey, FirstBank has been able to demonstrate that it is committed to

building organizational resilience; can effectively manage any incident that may cause business disruption and ensure that expectations of all stakeholders are met.

Increased pressure from regulators and a drive for a competitive edge spurred the board and management team of FirstBank to enroll the services of BSI and work towards achieving independent assessment to an internationally recognised standard. Within a year and eight months of implementing this standard, the Bank achieved certification with a broad scope encompassing a number of departments, including all head office processes, disaster recovery centre and central processing centre (CPC).

*"Following a rigorous certification process by the British Standards Institution (BSI), FirstBank has the rare privilege of being the first organization in Nigeria to receive the BS25999 Business Continuity Management System certification, which is further evidence of our Bank living up to its prime position of being "truly the first", commented Bisi Onasanya, FirstBank's Group Managing Director/Chief Executive Officer.*

## Implementation

FirstBank's certification journey started early last year, working in collaboration with Global Infoswift, a leading Nigerian IT service provider with a robust track record. In order to kick-start the BS25999 project, the Bank identified 25 BCM Champions who went through rigorous trainings and were required to pass the Business Continuity Institute (BCI) membership and BS25999 Lead Auditors' examinations.

A review of the Bank's existing business continuity management practice and systems was conducted to identify gaps and opportunities for continuous improvement which led to a detailed

action plan on implementation and further testing/exercising. This development also considered the existing information security management system (ISO 27001). The certification process involved a three-stage audit including gap analysis as well as stage 1 and stage 2 audits. All the key stakeholders (management, staff, customers and vendors) were interviewed, and various awareness sessions, workshops conducted to embed the culture.

## Why BSI

*"We are delighted that our organization has been able to bring glory to Nigeria with these landmark achievements that will definitely increase the confidence of both our customers and investors in the Nigerian economy."* says Bisi Onasanya, FirstBank's Group Managing Director/Chief Executive Officer

BSI was chosen as certification body due to its respected reputation as a global leader in managements systems standards. Through a very rigorous selection and highly competitive process, Global Infoswift Limited was selected as a specialist consultancy firm to provide consulting assistance in the implementation of the BCM project.

## Next Steps

Your business could benefit from BS 25999, just like First Bank of Nigeria Plc. To find out more visit [www.bsigroup.ae](http://www.bsigroup.ae)



Contact us to find out how BSI can help your business make excellence a habit

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