



BSI Business Solutions

Service Guide

Promoting Organizational Resilience

Operational Resilience | Information Resilience | Supply Chain Resilience

**bsi.**

...making excellence a habit.™

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# Who we are



By Royal Charter

- **Our Royal Charter:** States our function as a standards body, as well as our ability to offer training, testing and certification services
- **Experienced:** The world's first National Standards Body, established in 1901 and founding member of ISO
- **Thought Leaders:** Shaped the world's most adopted standards, including ISO 9001, ISO 14001, OHSAS 18001
- **Trusted:** We're a Royal Charter Company and the UK National Standards Body
- **Leading Global Standards Creation Body:** British, European, ISO, Public, and Private standards
- **Specialist Focus:** Standards Creation, Training and Certification
- **Global Network:** 80,000 clients in 182 countries worldwide

# TRUST



In 1903 the need to demonstrate that products were 'up to standard' sparked interest with Sir

John Wolfe-Barry, the instigator of the first BSI committee and the designer of London's Tower Bridge. He sketched the letters B, S and V representing that a product is verified to a British Standard symbolizing trust and confidence.



British



Standards



Verification



The BSI **Kitemark** and BSI **Assurance Mark** are used on

products and business certification in 182 countries around the world to signify compliance and trust.

# Our Client Promise

As BSI brand ambassadors, we'll act ethically and share our knowledge and expertise to give you the highest level of service. We'll keep you informed on standards updates with the latest information and service offerings to help you make excellence a habit.

## We're committed to:

- Understanding your needs and keeping you updated with the latest industry information and service offerings which can help improve performance, reduce cost and ensure the resilience of your organization
- Providing support staff who will respond to your questions or requests within one business day - and a Client Care Representative who will ensure you have the support you need
- Listening to you and including your time frames in all scheduling and audit activities
- Ensuring the information you entrust to us remains confidential at all times
- Providing you with a high quality, accurate report, within five days of your audit from a highly competent auditing expert
- Booking assessments at least three months in advance



# BSI Certification Programs

Providing excellence across all sectors

 Automotive & Aerospace	ISO/TS 16949 BS 10125 ISO 9001 ISO 14001	OHSAS 18001 ISO 39001 RAWS PAS 7000	AS 9100 ISO 22301 BS 10500 PAS 2060	
 Construction & Manufacturing	ISO 9001 ISO 14001 OHSAS 18001 ISO 14051 MFCA	Kitemark CE Marking ISO 39001 PAS 7000	SA 8000 ISO 26000	
 Healthcare	ISO 13485 ISO 14971 ISO 50001 ISO 31000	GMP CE Marking ISO 27799 ISO 9001	ISO 14001 OHSAS 18001 PAS 7000	
 Food	HACCP & GMP FSSC 22000 ISO 22000 GMP/GHP	ISO 50001 SQF GlobalGAP BRC	ISO 14051 MFCA RSPO Gluten-Free PAS 96	ISO 9001 ISO 14001 OHSAS 18001 PAS 7000
 IT	ISO/IEC 20000 ISO/IEC 27001 TL 9000 ISO 22301	ISO 31000 ISO 50001 ISO 39001 CSR EICC	Security C-TPAT ISO 9001 ISO 14001 OHSAS 18001	PAS 7000 CSA Star ISO 27018
 Mining and Infrastructure	ISO 9001 ISO 14001 OHSAS 18001 ISO 50001	ISO 14064 Carbon PAS 2050 Carbon PAS 2060 Carbon ISO 14046 Water	ISO 14051 MFCA BS 42020 Bio SRA	CSR Security PAS 7000 SA 8000 ISO 26000
 Professional and Financial Services	ISO/IEC 27001 SIA ACS Cloud Security BS 10012	ISO 27005 ISO 22301 BCM Security C-TPAT PCI-DSS	ISO 9001 ISO 14001 OHSAS 18001 PAS 7000	

# 115 years of Expertise

Shaping global standards to facilitate trade and improve business

## Product Specification Standards

Starting from 1901, Initial Standards focused on **product specifications** to harmonize and facilitate commerce and reduce duplication

- Railroad gauges
- Steel specifications
- Construction standards
- Agricultural commodities
- Consumer and electrical products
- Personal safety equipment

Product Specification Standards remain relevant today to support **new innovations** such as smart cities and medicine



Founded  
1901

## Business Process Standards

The next generation of standards focused on **business processes** to ensure consistent quality output

BSI shaped the original standards for:

- **Quality Management** (ISO 9001)
- **Information Security** (ISO/IEC 27001)
- **Environmental Management** (ISO 14001)
- **Occupational Health and Safety** (OHSAS 18001)
- **IT Service Management** (ISO/IEC 20000-1)
- **Business Continuity** (ISO 22301)
- **Sustainable Events** (ISO 20121)

## Business Behavior Standards

BSI's new generation of Standards are centred around **people behavior** and **values** to help organizations reach their full potential and protect their **corporate reputation**

Key standards include:

- **Anti-Bribery** (BS 10500)
- **Social Responsibility** (ISO 26000)
- **Supply Chain Pre-qualification** (PAS 7000)
- **Collaborative Relationships** (BS 11000)



1950

2000

# With you at every step



## Support

We support you with the knowledge and business tools you need to continually improve

- Entropy™
- Action Manager
- Excelsior Report
- BSI Supply Chain Solutions
- SCM
- SCREEN
- BSI VerifyEye Directory
- Organizational Resilience
- Maturity Analysis
- Risk Prioritization
- Capacity Building



## Assess

Our client managers understand your business and give you proven ways of measuring excellence, so you can promote it confidently to your stakeholders.

- Systems Certification
- Gap Analysis
- Verification Services
- Supplier Certification
- 2nd Party Audits
- Self Assessment
- Product Certification
- Kitemark
- CE Mark



## Embed

Our tutors transfer the knowledge and skills needed to embed excellence

- In-House Training
- Public Training
- Internal and Lead Auditor Training
- Gap Analysis



## Share

We share our standards and guidance documents in many formats, from paper to PDF or organization-wide licenses

- Online Standards Portal
- Network Licenses

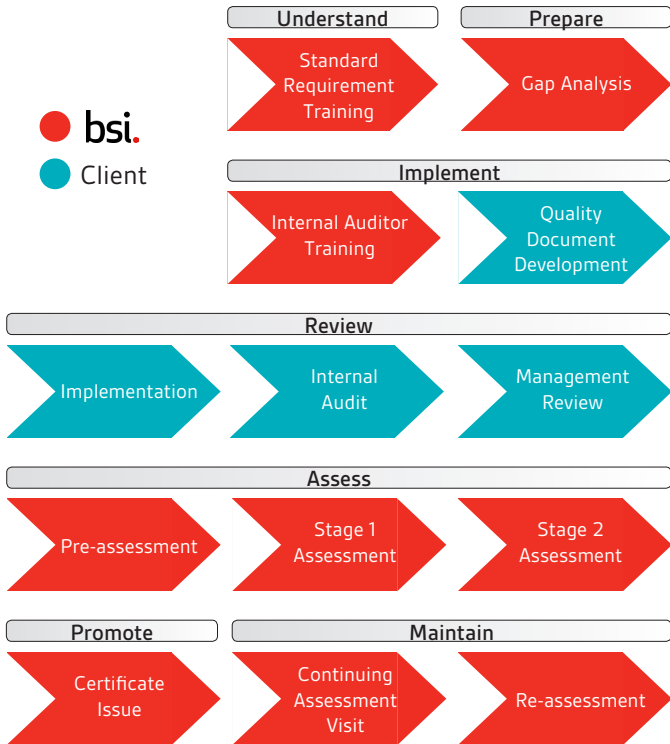


## Shape

Together with more than 10,000 independent experts, BSI leads in the development and maintenance of global standards

- Public Standards - PAS
- British Standards - BS
- European Standards - EN
- ISO Standards

# Certification Roadmap





## Understand

### Training

Organizations need to have the knowledge, skills and capability to support a Standard beyond the certification review. BSI can provide you with, public in-house or customized training solutions.

## Prepare

### Gap Analysis

The BSI on-site gap analysis highlights the "gaps" that exist and the steps that need to be taken to move from a current inadequate state to a desired operational state.

## Implement

### Internal Auditor Training

Internal audits must be conducted against the requirements of the Standard. BSI can train your employees to conduct effective internal audits.

### Quality Document Development

Based on the training that was conducted, the client reviews their existing policies and procedures and aligns them to the Standard. The client must look at their existing policies and procedures and modify them to comply with the standard.

## Review

### Implementation

Monitor and ensure employees are adopting the new protocols and procedures.

### Internal Audits

Conduct an internal audit to ensure effectiveness of the processes and procedures.

## Management Review

Discuss the effectiveness of your management system with your senior management about the strengths and weaknesses of the system to identify areas for continual improvement.

## Assess

### Pre-assessment

A BSI pre-assessment audit done prior to and outside the formal scope of certification to identify areas that need more work whilst also preparing key employees for the eventual audit. A useful audit to rehearse, align and de-bug your system.

### Stage 1 Assessment

#### (Document Review)

- A comprehensive review of documented processes and procedures in place to determine the suitability and readiness of the organization for the Stage 2 Assessment.
- A comprehensive assessment report and recommendations will be provided.

### Stage 2 Assessment

#### (On-site Visit)

- Determines whether the implemented system conforms to the relevant Standard(s).
- Certification is dependent upon management review and approval of the report as well as the Lead Reviewers recommendation.
- If your organization has a satisfactory management system in place and no major non-conformities are identified, then your organization will be

recommended for certification

- Minor non-conformities will not prevent the issue of a certificate as long as an adequate corrective action plan is detailed in writing before the Independent Report Review is completed.
- A major non-conformity will result in delayed certification and must be closed out within 3 months to allow a recommendation for certification.

## Promote

### Certificate Issue

A certificate is provided to your organization in recognition of your achievement. You'll be able to use the BSI Assurance Mark, to promote your certification to your stakeholders.

## Maintain

### Continuing Assessment Visit (CAV)

Routine visits over a three year period to evaluate continuing systems performance. Visits occur in either 3, 6, 9 or 12 month intervals. You'll be provided a report following each assessment.

### Re-assessment

Re-certification of your management system is required every three years after the initial certification and covers a comprehensive review of the whole system. It may include an additional review where significant problems have been encountered during the course of the certification cycle.

# BSI Training Academy

Business success starts with people so its common sense to invest in training people to enhance their skills and knowledge so they can be more effective in their jobs. The benefits of training will lead to more effective systems and process implementation, better quality products and services, greater productivity and improved staff retention.

BSI is an industry thought leader in training to international compliance standards. We're one of the world's leading providers of business improvement training, offering a range of solutions to keep your staff qualified and updated. In 2015, we trained 113,000 people globally and achieved a satisfaction rate of 99.5%.

We aim to be first to market and provide you with the opportunity to enjoy first mover advantage by adopting new standards. From understanding how a standard can help your business, to implementing, monitoring and auditing your compliance to that standard, we can support you all the way.

99.5%

of delegates would  
recommend BSI.

Based on feedback from  
training delegates in 2015.



# Why train with BSI?

## Great businesses need great people

Research shows that when an organization invests in training and development, they reap real rewards:

**83%** of people feel that staff are the key to maintaining a competitive edge\*



Why training is important



Businesses are **2.5 x more likely to fail** if they don't train their staff\*

**45%** percent of staff say they'd feel more motivated if their organization invested in **skills training**\*



Collectively, our 250 tutors have over **2000 years** experience working with management systems between them



Turn our experience into your expertise



We've shaped the **world's most adopted standards** including ISO 9001, ISO 14001 and ISO/IEC 27001



**99.5%** of our delegates would recommend us



BSI spend **195,000 days** with clients in a year, so we know what businesses want and understand their needs



In 2015 we trained **113,000** people, from SMEs to global organizations

# Which course is right for me?

## 1 Awareness

### Introduction courses:

#### Who should attend?

Ideal for new starters or those needing to gain a "refresher"

#### What will I learn?

An overview of your management system and the standard's requirements

## 2 Requirements and Implementation

### Requirements and Implementation courses:

#### Who should attend?

Those responsible for implementing, or have recently taken responsibility for a management system

#### What will I learn?

The requirements of a standard in the context of your company and how to take the lead in planning implementation

## 3 Auditor Courses

### Internal Auditor courses:

#### Who should attend?

Those tasked with conducting audits or monitoring their systems performance

#### What will I learn?

How to be better equipped to ensure compliance and how to improve risks to your system

**BSI's business improvement solutions** can help you in the initial and implementation stages of your journey by:

- Mapping out tasks, procedures and policies to consider when implementing a management system
- A single sharing portal allowing usability across your organization
- Ongoing management and maintenance of your management system

## Our values

We deliver five star learning at first class venues. These are selected especially to make sure you learn in the best possible environment with great facilities and refreshments. This way you can focus on and maximize your learning experience.



## All our courses are available in-house

### 4 Personal Certification

#### ourses:

ing internal  
r management

quipped to maintain  
ow to manage and  
your management

#### Lead Auditor courses:

##### Who should attend?

Those tasked with conducting and leading management systems audits

##### What will I learn?

Gain the ability and confidence to conduct and lead effective audits, and how to manage audit teams and processes

#### Personal Certification Courses:

Get certified by choosing your industry / sector Lead Implementer courses

Maximize your personal certification in your business by ensuring deep implementation of systems using capacity building programmes

**BSI's business improvement solutions** will help you prepare for auditing and ongoing maintenance of your management system by:

- Documenting internal inspections and audits in one centralized hub
- Providing an effective tool to manage non-conformities
- Reduced administration by automating actions and tasks

99.5% of course delegates say they would recommend BSI.

Here are some of their reasons for doing so:

"Experience and breadth of training."

"Excellent tutors."

"Choice of course style."

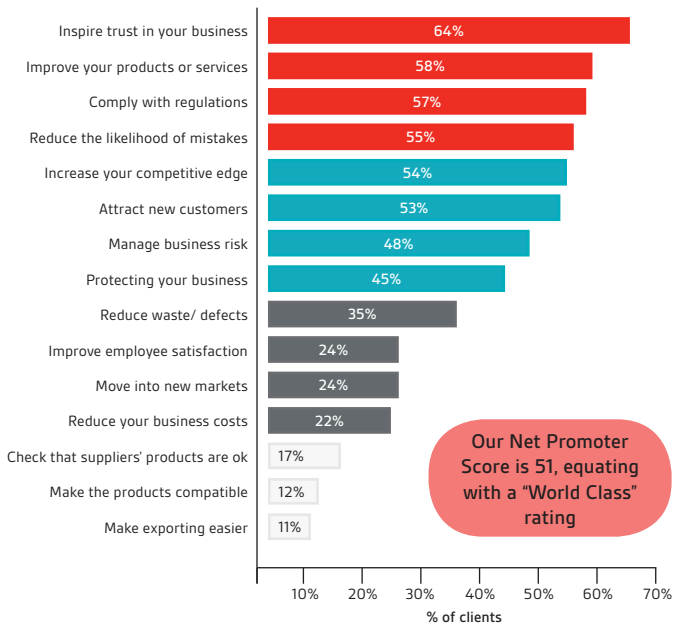
"Ease of booking."

"Quality course material."

"Reputable venues."

# Motivation for Certification

We polled our customers to further understand what motivates them to obtain and retain their certification. How do customers anticipate that they will benefit from assessments The results are as follows\*:



\*Source: BSI Customer Survey all responses from 2012 to 2016

# Use of the BSI Assurance Mark



The BSI Assurance Mark is for organizations whose management systems have met or exceeded the requirements of the BSI standard or scheme. The BSI Assurance Mark is a powerful marketing tool that tells your customers that you're certified by BSI and you comply with international and industry best-practice.

Promoting the standard that you have been certified, builds trust with your customers and differentiates you from your competitors.

The mark can be used on your brochures, vehicle fleet, email signatures and more, so that your organization can achieve peak brand recognition among your audience.



If you have more than one standard or scheme with BSI, you're able to use the personalized multi-scheme BSI Assurance Mark. The multi-scheme BSI Assurance Mark consolidates all of your standards within one device and are available in all colour options as shown below.

Email [brand@bsigroup.com](mailto:brand@bsigroup.com) with your certificate numbers of each standard for your multi-scheme BSI Assurance Mark.

# General ISO Transition Information

## Frequently asked questions

**When will the new standards be published?** The new versions of ISO 9001 , ISO 14001, ISO 13485, SA 8000 and DIS 45001 are now available.

**What is Annex SL?** Annex SL is the name of the high level framework all ISO standards will be adopting. It ensures that all standards have the same set of clauses, so that an organization can integrate them seamlessly.

**What is the transition window?** Each standard will require you to transition within 3 years from the publish date of its revision. You can do this as part of your ongoing assessments or as a stand-alone audit.

**How can BSI help me?** We can provide a range of services including standards updates as well as a host of whitepapers and videos for your use. You can attend one of our training courses and then undertake a GAP Analysis with BSI to identify the gaps that exist and steps to be taken to achieve compliance. Once this is done you can then seek certification to the new standard.

**Where can I find more information?** Information can be found on your local BSI website. Visit [bsigroup.com](https://www.bsigroup.com) and select your local country for updated information as to how the changes affect you.





# ISO Transition Audits

Following your GAP assessment and remedial action, you'll need to advise us that you're ready for your transition audit. The following options are available:

## Option 1

### **On-site assessment during your regular audit**

You'll need to complete a pre-assessment questionnaire and submit it to us. When we arrive on-site for your recertification or surveillance assessment, we'll conduct an on-site document review, bringing your organization over to the new standard.

## Option 2

### **Stand-alone transition assessment**

You can choose to take a stand-alone transition assessment. Once you're ready, you can nominate a date and we can conduct an on-site document review to transition your organization over to the new standard.

## 5 Key Steps for a Successful Transition

1. **Talk to your BSI Client Manager:** Discuss your priorities and timelines
2. **Attend a BSI Training Course:** Understand the changes and new requirements
3. **Communicate with your organization:** Talk to your organization's leadership about the new requirements and provide progress updates
4. **Set up an internal project team:** Create an implementation plan and begin implementing the new requirements
5. **GAP Analysis/Transition Assessment:** Ask BSI to conduct a GAP analysis to help you identify any gaps prior to the formal assessment. This trial run ensures your transition is smooth and effective

# ISO 9001:2015 Quality Management Transition



2015

2016

2017

2018

September 2015  
Version Released

September 2018  
3 year transition

## The ISO 9001:2015 Best Practice Journey



**Step 1:** Buy a copy of the standard



**Step 4:** Undergo a self-assessment



**Step 2:** View the latest whitepapers



**Step 5:** Track your performance



**Step 3:** Attend a transition training course



**Step 6:** Ask for a BSI GAP Assessment

## The new ISO 9001 standard will:

- Improve procedures that will save you time, money and resources
- Help you comply with supplier requirements and industry regulations
- Help your organization become more efficient while reducing quality costs

# New benefits of ISO 9001:2015

- **More business relevant** - The standard has now transitioned from a quality management system standard to a business standard. It now requires senior management engagement in establishing a business system in-line with the 'context of organization' and expectations from interested parties and all stakeholders
- **Addresses products and services** - ISO 9001 was initially developed with product manufacturing in mind. The revised 2015 version better addresses the needs of businesses who provide products, services or both
- **Better planning for risks** - The revised standard now places a greater focus on the identification of risks and opportunities in the planning stage
- **More focus on effectiveness** - The new standard has shifted the focus from documentation to effectiveness. This allows the organizations to decide what information to record and how
- **Better integration** – The new revision is structured to allow for better integration with other ISO Management System standards. The revision has identical clauses to other ISO standards, ensuring that the requirements can be covered in a single policy manual



# ISO 14001:2015

## Environmental Management Transition



2015

2016

2017

2018

September 2015  
Released

September 2018  
3 year transition

### The ISO 14001:2015 Best Practice Journey



**Step 1:** Buy a copy of the standard



**Step 4:** Undergo a self-assessment



**Step 2:** View the latest whitepapers



**Step 5:** Track your performance



**Step 3:** Attend a transition training course



**Step 6:** Ask for a BSI GAP Assessment

### The new ISO 14001 standard will:

- Help comply with legislation
- Broaden business opportunities by demonstrating compliance
- Better manage your environmental impact and save on costs

# New benefits of ISO 14001:2015

- **Supply Chain and Product Lifecycle** - The standard now looks at the environmental impact of products and services throughout their entire life-cycle. It now addresses the supply chain of the organization to reduce the environmental impact of suppliers
- **Better planning for risks** - The revised standard now places a greater focus on the identification of risks and opportunities in the planning stage. It involves:
  - Risk mitigation through forward planning and action to reduce environmental impacts
  - Opportunities through innovative thinking to benefit by investing in more sustainable alternatives
- **Improved communication** - The new standard improves communication requirements, ensuring greater internal and external stakeholder engagement
- **Better integration** - The new revision is structured to allow for better integration with other ISO Management System standards. The revision has identical clauses to other ISO standards, ensuring the requirements can be covered in a single policy manual



# ISO 45001:2016

## The new Occupational Health and Safety Standard



2016

2017

2018

2019

February 2016  
DIS Published

Q3 2016  
FDIS Expected  
Q4 2016  
Final Standard

Expected Transition  
2-3 Years

### The ISO 45001:2016 Best Practice Journey



**Step 1:** Buy a copy of the standard



**Step 4:** Undergo a self-assessment



**Step 2:** View the latest whitepapers



**Step 5:** Track your performance



**Step 3:** Attend a training course



**Step 6:** Ask for a BSI GAP Assessment

### The new ISO 45001 standard will:

- Help your organization comply with legislation
- Improve productivity by improving work conditions
- Reduce the risk, cost and impact of workplace incidents or accidents

# What changes can we expect?

**ISO 45001** will be adopting the high level framework (Annex SL) to ensure it will be more compatible with other standards such as ISO 9001. The clauses in the new standard will be:

- **Clause 1** - Scope
- **Clause 2** - Normative references
- **Clause 3** - Terms and definitions
- **Clause 4** - Context of the organization
- **Clause 5** - Leadership
- **Clause 6** - Planning
- **Clause 7** - Support
- **Clause 8** - Operation
- **Clause 9** - Performance evaluation
- **Clause 10** - Improvement

OHSAS 18001 was originally developed to work separately from other management systems, but this silo approach has caused problems. This approach is being rectified in the transition to **ISO 45001**, with occupational health and safety now forming a central part of business management.

**ISO 45001** will mainly differ from BS OHSAS 18001 in the following ways:

- The inclusion of Annex SL and the language used
- More focus on leadership and management roles
- New risk-based approach



# ISO 13485:2016 Medical Devices Transition



2016

2017

2018

2019

March 2016  
Final Standard

March 2019  
3 year transition

## The ISO 13485:2016 Best Practice Journey



**Step 1:** Buy a copy of the standard



**Step 4:** Undergo a self-assessment



**Step 2:** View the latest whitepapers



**Step 5:** Track your performance



**Step 3:** Attend a transition training course



**Step 6:** Ask for a BSI GAP Assessment

## The new ISO 13485 standard will:

- Give you a competitive advantage
- Allow you to improve processes and efficiencies
- Ensure the establishment of quality management system practices that consistently yield safe and effective medical devices



# Key Changes to ISO 13485:2016

The standard supports the design of a quality management system that establishes and maintains the effectiveness of a manufacturer's processes to ensure the consistent design, development, production, installation, and delivery of medical devices, or related services, that are safe for their intended purpose. The new edition is applicable across the whole supply chain and seeks to address the entire lifecycle of a medical device.

Some of the key changes to ISO 13485 include:

- **Alignment** of global regulatory requirements
- **Inclusion** of risk management and risk based decision making throughout the quality management system
- **Additional requirements and clarity** with regard to validation, verification, and design activities
- **Strengthening** of supplier control processes
- **Increased focus** regarding feedback mechanisms
- More **explicit requirements** for software validation for different applications



## Full Transition Journey

Helping organizations understand, act and embed the new requirements so they can benefit immediately by improving performance, empowering employees and demonstrating best practice to customers.

### Step 1



Buy a copy  
of the standard

Receive a copy of  
ISO 9001:2015 or  
ISO 14001:2015

### Step 2



Transition Training  
(1 day)

This training will teach you about the new clauses and structure of the standard including:

- Clause by clause comparison
- Understanding the high level structure

### Step 3



#### Implementing Changes Training (1 day)

This training will allow you to effectively plan your internal audits based on the requirements of the new ISO standard. The details will include:

- The new high-level structure
- Implementation steps
- Evaluation of progress
- Top management involvement

### Step 4



#### Auditor Transition Training (1 day)

This training will enable you to conduct internal audits to the new standards:

- Review case studies
- Techniques for interviewing top management
- Audit planning
- Audit delivery
- Reporting
- Managing change

### Step 5



#### On-site GAP Assessment (1 day)

BSI will visit you on-site and conduct a GAP Assessment to evaluate the readiness of your system and help you identify any omissions prior to a formal assessment.

- Review objectives, policies and procedures
- System requirements
- Implementation
- Findings report

Talk to us about a 4-day transition package

# Food Safety

## Introducing HACCP & GMP



### What is HACCP & GMP?

Hazard Analysis Critical Control Points (HACCP) is a preventative food safety system in which every step in the manufacture, storage and distribution of a food product is scientifically analyzed for microbiological, physical and chemical hazards.

The HACCP scheme meets the requirements of the Codex Alimentarius Commission (CAC) – established by the World Health Organization and the Food and Agriculture Organization of the United Nations to bring together food standards, guidelines and codes of practice to ensure fair trade.

Good Manufacturing Practice (GMP) is a system designed to minimize the risks involved in food production and ensure proper handling through the entire product lifecycle. These practices address personnel, buildings, chemical use, equipment, utensils, facilities and general production and ensure less critical control points in your manufacturing.

### Benefits of HACCP

- Helps to manage food safety risks across the whole supply chain
- Assists you to continually monitor your food safety system
- Adds value to your entire supply chain with improved hazard controls
- Reduces your risk of contamination or incidents





## 12 Steps of HACCP

1. Assemble the HACCP team
2. Describe the product
3. Identify intended use
4. Construct a flow diagram
5. On-site confirmation of flow diagram
6. Conduct a Hazard Analysis (Principle 1)
7. Determine Critical Control Points (CCP) (Principle 2)
8. Establish critical limits for each CCP (Principle 3)
9. Establish a monitoring system for each CCP (Principle 4)
10. Establish corrective actions (Principle 5)
11. Establish verification procedures (Principle 6)
12. Establish documentation and record keeping (Principle 7)

HACCP principles cover three types of hazards:



**Biological Hazards** include hazards from pathogens such as bacteria, molds, viruses and yeasts. Bacteria such as Salmonella and E-coli are present in many inputs and need to be managed carefully.



**Physical Hazards** include foreign matter such as glass, metal, wood and plastic being left in food from the production process.



**Chemical Hazards** can be caused through the misuse of anti-biotics, contamination of sanitizers or cleaning agents, misuse of agriculture chemicals, or environmental contamination from hydraulic fluids.

### Where can I get more information?

You can get a copy of the BSI HACCP & GMP Criteria, the self-assessment checklist and a step-by-step guide to certification on our website:

[bsigroup.com/en-au/haccp](https://bsigroup.com/en-au/haccp)

# Organizational Resilience

Organizational Resilience is "the ability of an organization to anticipate, prepare for, respond and adapt to incremental change and sudden disruptions in order to survive and prosper." Mastering Organizational Resilience ensures that your organization will continue to be a success. Organizational Resilience addresses three key domains:



## Operational Resilience

Focuses on an organization identifying operational improvements, including performance and sustainability across its products, services and processes.



## Supply Chain Resilience

The ability to quantify and mitigate supply chain risk, including procurement, manufacturing, transportation and sales lifecycle, minimizing disruption impact, protecting an organization from financial and reputational exposures.



## Information Resilience

Is the management of an organization's information including physical, intellectual and digital, from source to destruction allowing stakeholders to store, access and use information securely and effectively



Speak to us, and we can identify how to make your organization more resilient.

- Maturity Analysis - Self Discovery
- GAP Assessment - Reality Check
- Implementation Plan - Prioritization
- Capacity Building - Execution
- Validate and Reporting

# Operational Resilience

Operational Resilience focuses on identifying operational improvements, including performance and 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.

	<b>ISO 9001</b> Quality Management	The world's most recognized Quality Management System Standard		<b>ISO 14001</b> Environmental Management	The world's most recognized Environmental Management System Standard
	<b>OHSAS 18001</b> Occupational Health & Safety	OHSAS Global Best-Practice		<b>ISO 13485</b> Medical Devices	Good Manufacturing Practice (GMP) for Medical Devices
	<b>ISO 20252</b> Market and Social Research	The International Standard for Market Research		<b>ISO 55001</b> Asset Management	International best-practice for managing physical assets
	<b>ISO/TS 29001</b> Oil and Gas Quality	The world's most recognized Oil and Gas management Standard		<b>AS 9100</b> Aerospace Quality	Quality management for the Aerospace sector
	<b>ISO 50001</b> Energy Management	The world's most recognized Energy Management System Standard		<b>SA 8000</b> Social Responsibility	Manage human rights and working conditions
	<b>ISO 20121</b> Sustainable Events	The pioneer Sustainable Events Management Standard		<b>ISO 31000</b> Risk Management	Mitigate and manage your organizational risk
	<b>BS 10500</b> Anti-Bribery Management	Demonstrate your commitment to Anti-Bribery Management		<b>ISO 39001</b> Road Traffic Safety	The world's first Road Traffic Safety Management Standard
	<b>PAS 2050</b> Product Carbon Footprinting	Demonstrate your commitment to carbon offset		<b>TISSE 2012</b> Standard for Service Excellence	Perform at the height of customer service and improve your business
	<b>SRA Sustainability Report Assurance</b>	Ensure your sustainability reporting is aligned with Global Best-practice		<b>PAS 2060 Carbon Neutrality/GHG Emissions</b>	Prove your business's Carbon Neutrality
	<b>DIS/ISO 14046</b> Water Footprinting	The International Standard to address your water footprint impact		<b>ISO 14064</b> GHG Emissions Verification	Accurate emissions data helps prove your sustainability efforts
	<b>ISO 14051</b> Material Flow Cost Accounting	Demonstrate your commitment to carbon offset		<b>ISO/TS 16949</b> Automotive Quality	Improve your product quality for the automotive industry

# Supply Chain Resilience

## BSI VerifEye™.



Our **on-site supplier verification** services gives your organization third-party visibility to effectively manage your supply chain and enterprise risks. Our verification audits give you cost-effective assurance that your suppliers are not exposing your brand to potential risks through accidental or intentional misrepresentation.



## SCREEN Intelligence.

bsi. SCREEN

**Determine Country Risk** using our web-based intelligence platform with Country Risk Maps for social, environmental and security issues. This web-based tool assists companies in identifying and understanding their supply chain security, business continuity and corporate social responsibility needs and threats.



## Supplier Compliance Manager.

SCM  
Supplier Compliance Manager

Supplier Compliance Manager® is our **web-based audit platform** which manages Supplier Profiles, Audit Schedules, Reporting, CAPA Process, Risk Assessment and dashboards for benchmarking and KPI analysis. Features include a checklist builder, a risk profile calculator, on-demand reporting and risk analysis tools.



BSI Verify  
Profile

Enabling supply chain  
visibility



Security - CTPAT

[Customs Trade Protection  
Against Terrorism]



Social Compliance  
Audits

[SA 8000, BSCI, Sedex, EICC  
and Client Specific]



Client-Specific  
Supplier Audits

2nd Party Auditing against  
specific and customized  
schemes



PAS 7000  
Supplier  
Pre-qualification

Ensure your supply chain  
meets global best practice



# Information Resilience

Information Resilience is the management of an organization's information throughout its lifecycle, from source to destruction. Effective Information Security allows users to store, access and use information securely and effectively.



**ISO/IEC 27001**  
Information Security

The world's most popular Information Management System



**CSA Star**  
Certification

Certification for Cloud Service Providers



**BIM**  
Building Information Modelling

Building Information Modelling (BIM) Verification



**ISO 22301**  
Business Continuity Management

Managing risk of business disruption to ensure its continuity



**ISO/IEC 20000**  
IT Service Management

The world's most recognized IT Service Management Standard

# Food Schemes

We're the world's leading provider of food safety, quality and sustainability training and certification. From HACCP & GMP to retailers standards, we'll help you meet customer requirements and ensure your food products meet global best practice.



**BSI HACCP & GMP**  
Criteria

A comprehensive criteria applicable to every stage of the food supply chain



**SQF**

Safe, Quality Food Certification



**BRC**  
Global Standards

British Retail Consortium standards for retail supply



**Freshcare**

Food safety and environmental certification for fresh produce



**RSPO**

Sustainable Palm Oil Certification



**Spotless**

Spotless Food Safety Standard for Suppliers




**FSSC 22000**  
Standards

The world's fastest growing food certification



**ISO**  
22000 Food Safety

Good manufacturing practices for all sectors of the food industry



**GLOBALG.A.P.**  
GlobalGAP

A Good Agricultural Practices standard



**PAS 96 (TACCP)**

Protect and defend food and drink from deliberate attack



**WQA**

Woolworths Quality Assurance Program



**Gluten-Free**  
Certification Program

Produce safe and reliable gluten-free products

# Product Certification

As a fully JAS-ANZ Accredited Certification Body, BSI offers a full range of testing and certification services from research and development, pre-production, prototype, batch and audit to full compliance testing. BSI has one of the widest testing and certification capabilities in the world.



## **Benchmark - Gain Access to Australia and New Zealand**

A recognized and respected symbol of quality and safety that indicates that BSI has conducted a rigorous audit of a companies manufacturing and their products comply with the appropriate Standard. Available for a range of products including fire and safety equipment, construction materials, children's products, automotive parts, PPE and more.



## **BSI Kitemark™ - Gain Access to Global and UK markets**

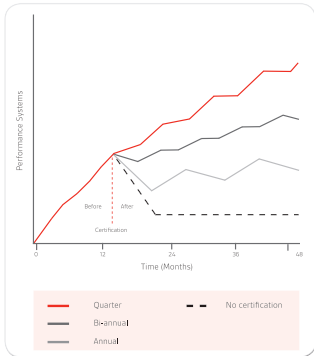
BSI Kitemark™ is available for many industries and sectors, including automotive, construction, electrical, emergency lighting and luminaires, energy, IT and digital transactions, PPE, services and more. A Global World Renowned Product and Service Certification Mark.



## **CE marking - Gain Access to Europe**

We can help you gain access to the European market by ensuring your product meets all the CE mark requirements. CE marking allows you to sell your product in the countries of the European Economic Area (EEA).

# Audit frequency



BSI certification demonstrates to your clients, suppliers and investors that you're committed to best practice.

The most suitable audit frequency depends on your system maturity and risk level.

## Every 4 Months

Recommended for new startups, higher risk business, new to management systems with frequent changes in processes, systems and people, or franchise/multi-site businesses wishing to embed good behavior quickly.

## Every 6 Months

Recommended as best practice for stable companies with minimal change to systems and processes. Facilitates continuous improvement and embeds good behavior.

## Every 9 Months

Recommended for very mature organizations with established systems looking to audit and view their performance at different seasons and cycles.

## Annual

Industry minimum.



# BSI VerifEye™ Profile Directory

## Enabling Supply Chain Visibility



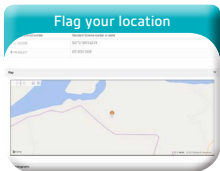
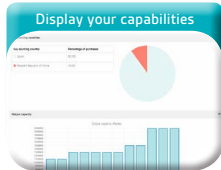
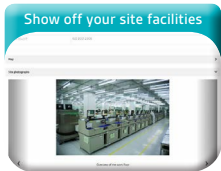
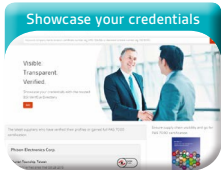
The BSI VerifEye™ Directory was developed in response to the industry demand for greater visibility and traceability.

Your trusted BSI VerifEye™ profile weblink turns your certifications, site photos, and business credentials into a positive marketing tool, providing trust and confidence.

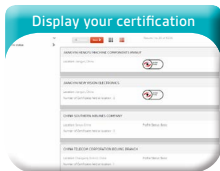
- Inspires trust in your business with a verified profile
- Promote your products and services globally
- Find new clients and markets

**Invite your suppliers to join the BSI VerifEye™ Directory to gain greater visibility and know who you are dealing with.**

Talk to us if you'd like more information about the BSI VerifEye directory, or you can read more on our website: <http://verifeyedirectory.bsigroup.com>



**Talk to us if you'd like more information about the BSI VerifEye directory**



# BSI Action Manager.

Powered by Entropy™

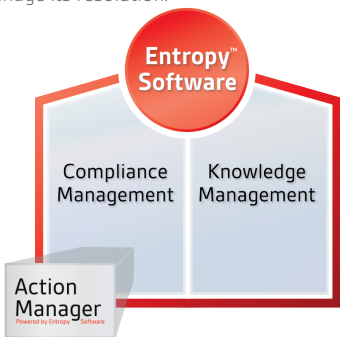
BSI Action Manager is a cloud-based business improvement tool that enables organizations to capture, track and maintain accurate audit findings, such as observations, non-conformances, and other associated records.

In addition, powerful analytics, reporting capabilities, and dashboards offer real-time visibility into the remediation process – from initiation to closure. BSI Action Manager aligns with other management system related processes such as audits, non-conformities, incident management, and even key findings raised from your BSI audit.

No matter where an issue originates, or how many departments it touches, BSI Action Manager can effectively manage its resolution.

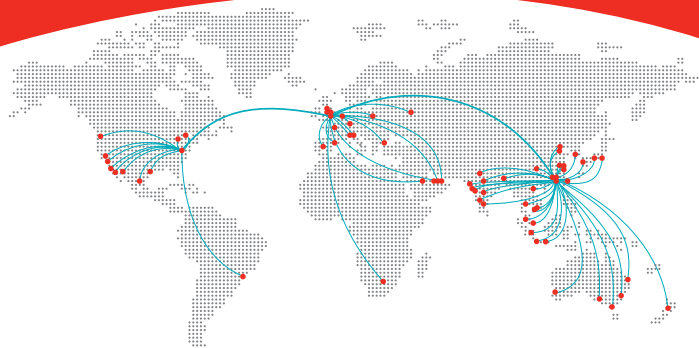
Some of the benefits are:

- Faster closeout of actions
- Enhanced task management
- Visibility into operations
- Resource and time optimization
- Effective compliance



Reduce costs | Maintain compliance | Analyze trends





80,000  
Clients

182  
Countries

76 offices  
worldwide

3 regional  
hubs

37,384  
standards  
published

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