



How far have we travelled With BS25999 ?

Version 2.0

Eddie Hill MBCI

Head of Business Continuity – Shop Direct Group



BS25999
BCMS 553835

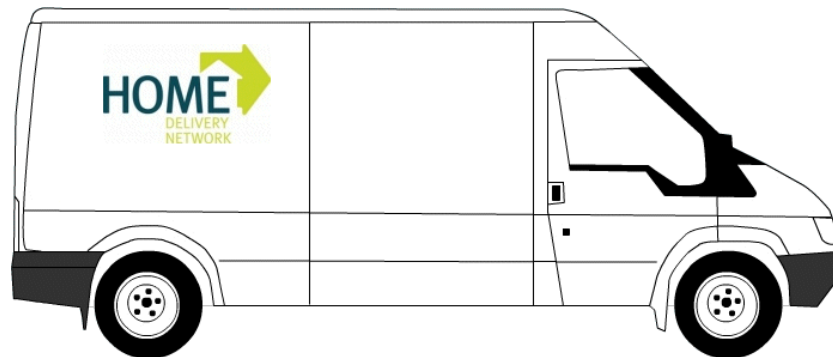
The receipt, sortation and distribution of parcels throughout the UK via “The HDNL 1 man and 2 man delivery depot operation”.

Putting the customer  1st



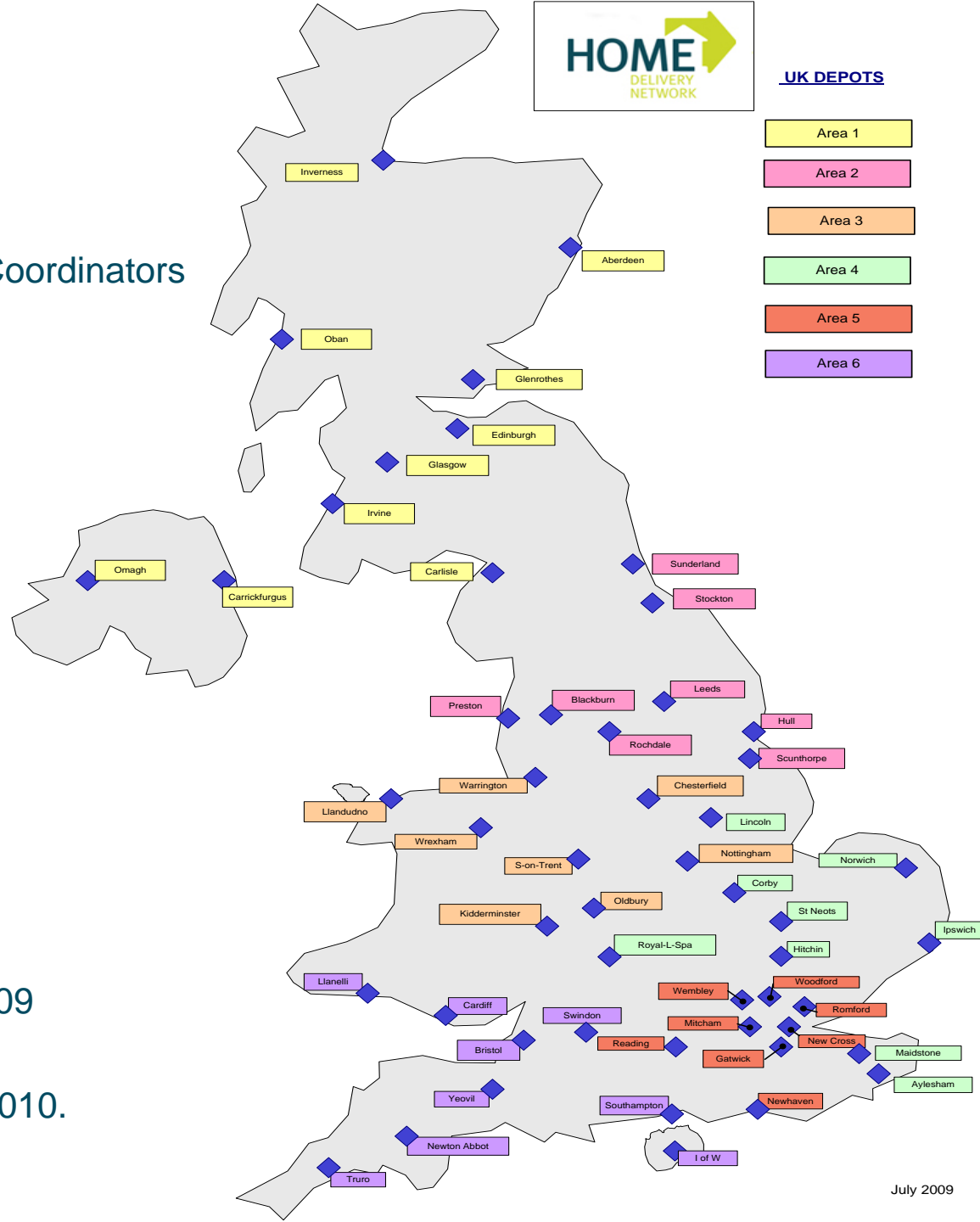


As the UK's largest dedicated home delivery and collection service HDNL is proud to deliver 300,000 parcels and large consignments in every postcode ... every day.



A UK wide challenge

- ✓ 6 regional stakeholders, 52 site Coordinators
- ✓ Induction training
- ✓ BIA's, Risk Registers, BC Plans
- ✓ Table Top Scenario Testing
- ✓ Site Audits
- ✓ Management Reviews
- ✓ Scope definition – Sep 2009
- ✓ Stage 1 BSI Audit Day – Oct 2009
- ✓ Stage 2 BSI Audit Days. – Feb 2010.



How many miles ?

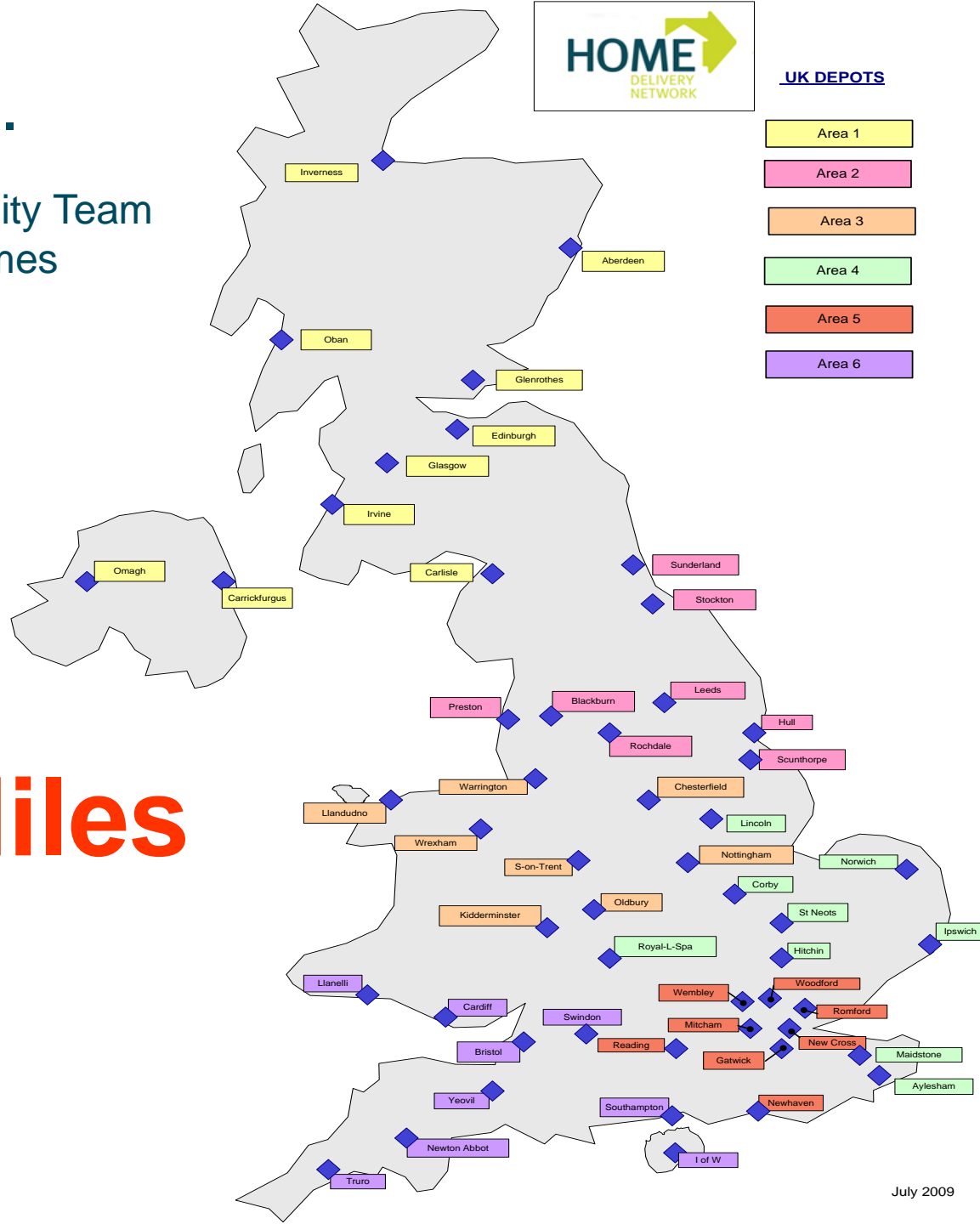
✓ My Group Business Continuity Team visited every site, several times covering an estimated.....

✓ **18,500 Miles**



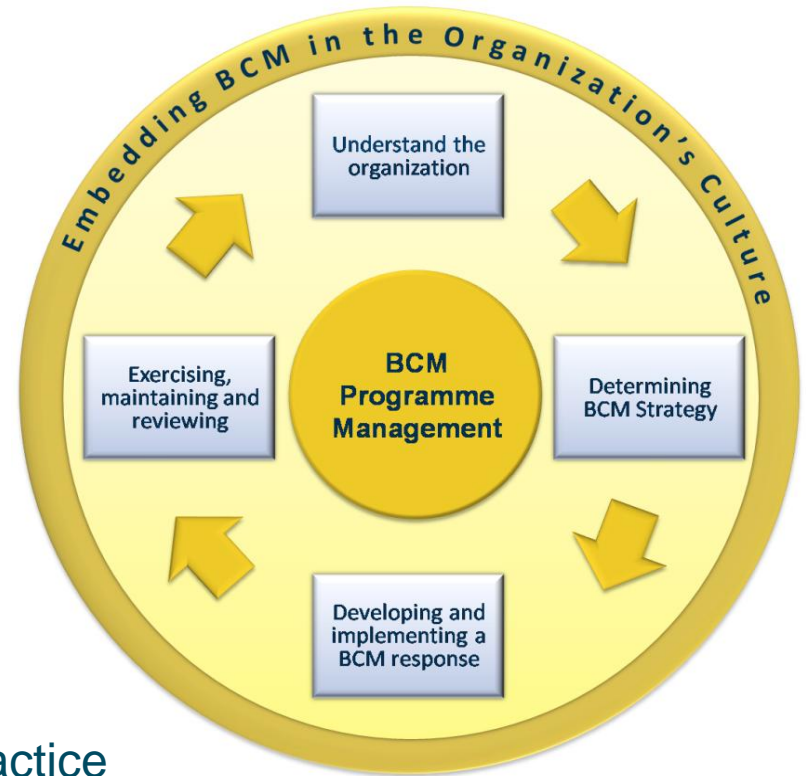
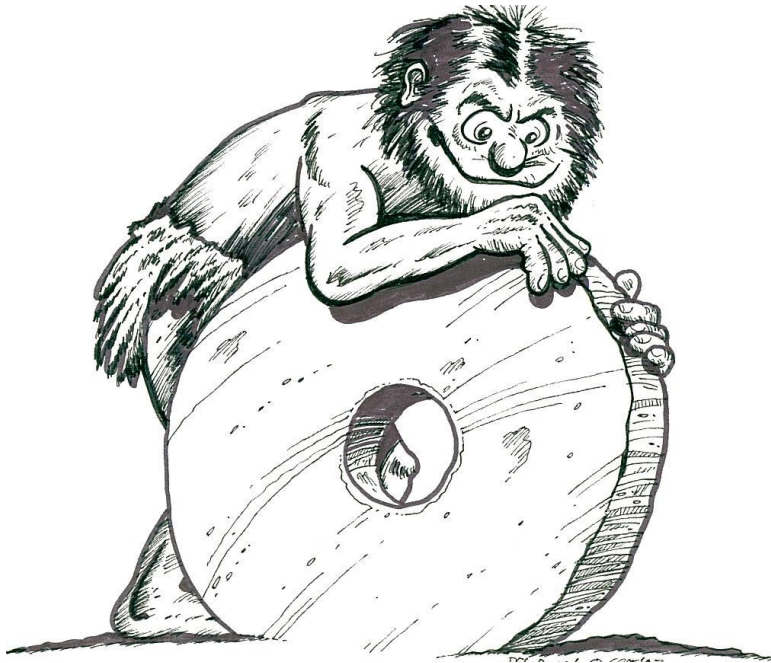
UK DEPOTS

- Area 1
- Area 2
- Area 3
- Area 4
- Area 5
- Area 6



Why we decided to opt for formal BSI certification

- ✓ Why re-invent the wheel ?



- ✓ BS25999 represents Industry Best Practice



Why we decided to opt for formal BSI certification

- ✓ A stick to beat reluctant middle managers with



Why we decided to opt for formal BSI certification

- ✓ The competitive edge



Lessons Learnt....

- ✓ Deliver a Business Continuity solution suitable for YOUR organisation
- ✓ But, ensure you satisfy BS25999-2 or the BSI will expose weaknesses
- ✓ Remember, it's about your management system not your bespoke plans
- ✓ The BSI representatives are not there to catch you out – they DO help
- ✓ BSI Certification is only the start – maintain and challenge
- ✓ Record your journey (Meetings, decisions, continual improvement).



Do **exactly** what it says on the tin...



- ✓ Read (and use) the Part 2 Document
- ✓ Satisfy all 'SHALL' statements
- ✓ Use it as a checklist
- ✓ Audit & Review against Part 2
- ✓ **THE BSI USE IT – YOU SHOULD.**





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