



# Standards to support your resilient organization

**bsi.**

...making excellence a habit.™

# Business governance essentials

## C-level Management

### BS ISO 31000

Risk management

### ISO 22301

Business continuity

### BS EN ISO 9001

Quality management

### BS ISO 56002

Innovation management

### BS ISO 44001

Collaborative business relationship management

### BS ISO 45001

Occupational health and safety management

### BS EN ISO 14001

Environmental management

### BS EN ISO 50001

Energy management systems

### BS EN ISO/IEC 27001

Information security management systems

## Legal

### BS ISO 37001

Anti-bribery management.

### PD CEN/TS 16555-4

Innovation management. Intellectual property management

### BS 10012

Data protection

## Finance

### PAS 1919

Guide to management accounting principles

## Marketing

### BS ISO 10668

Brand valuation





**Human Resources**

**BS ISO 30414**  
Human capital reporting

**PAS 1010**  
Management of psychosocial risks in the workplace

**BS ISO 30405**  
Guidelines on recruitment

**BS 76005**  
Valuing people through diversity and inclusion

**PAS 3000**  
Smart working

**Facilities**

**BS EN ISO 41001**  
Facility management systems

**Customer Services**

**BS 8477**  
Customer services code of practice

**BS ISO 10002**  
Quality management. Complaints handling

**BS 18477**  
Inclusive service provision

**Information Technology**

**BS ISO/IEC 20000-1**  
Service management

**BS EN ISO/IEC 27002**  
Information security controls

**BS ISO/IEC 27032:2012**  
Guidelines for cybersecurity

**BS ISO/IEC 27017 / 27018**  
Cloud services and personally identifiable information

**BS ISO/IEC 27701**  
Privacy information management

**BS ISO/IEC 19944**  
Cloud services and devices

## A resilient organization will demonstrate key traits in the way that it operates: adaptable with agile leadership that governs robustly.

- **Strategic adaptability** – enabling them to handle changing circumstances successfully, even if this means moving away from their core business
- **Agile leadership** – allowing them to take measured risks with confidence and respond quickly and appropriately to both opportunity and threat
- **Robust governance** – demonstrating accountability across organizational structures, based upon a culture of trust, transparency and innovation, ensuring they remain true to their vision and values

## Standards that can help on the journey

**BS EN ISO 14090:2019** Adaptation to climate change. Principles, requirements and guidelines

**“Companies that don't adapt will go bankrupt without question.”**

– **Mark Carney**, Governor of the Bank of England

It is not an understatement that companies and industries that are not moving towards zero-carbon emissions will be punished by investors and go bankrupt. The government has passed a law obliging the country to cut carbon emissions to net zero by 2050. A report (“Behaviour change, public engagement and Net Zero”) from Imperial College London calls for mandatory carbon impact labelling on products, among other recommendations for the Energy, Transport and Aviation industries.

To support organizations, BSI and ISO have created **BS EN ISO 14090 Adaptation to Climate Change – Principles, requirements and guidelines**, the world's first international standard on climate adaptation. **BS EN ISO 14090** describes principles, requirements and guidelines for adaptation to climate change. These include integrating adaptation within or across organizations. The standard helps organisations to identify and understand impacts and uncertainties and how these can be used to inform decisions. And it helps them to report adaptation actions too. The standard can be used by any organization whose activities, products and services might be at risk from, or in some cases able to take advantage of, climate change.

**Read more:** [shop.bsigroup.com/14090](https://shop.bsigroup.com/14090)



### **BS ISO 22301**

Security and resilience. Business continuity management systems. Requirements

This standard describes how organizations should prepare for, respond to, and recover from disruptive incidents, by setting out requirements for implementing, maintaining and improving a Business Continuity Management System (BCMS), so that these don't prevent the organization from achieving its objectives.

**Read more:**

[shop.bsigroup.com/22301](https://shop.bsigroup.com/22301)

### **BS 65000**

Guidance on Organizational Resilience

BS 65000 describes the nature of resilience and ways to build and enhance organizational resilience. This standard defines organizational resilience as the ability to anticipate, prepare for, respond and adapt to events – both sudden shocks and gradual change. That means being adaptable, competitive, agile and robust.

**Read more:**

[shop.bsigroup.com/65000](https://shop.bsigroup.com/65000)

**BS 13500****Code of practice for delivering effective governance of organizations**

BS 13500 sets out the fundamental requirements for delivering effective governance of organizational performance and can be used by any organization, large or small, looking to implement good governance, both from the private and public sectors.

**Read more:**

[shop.bsigroup.com/bs13500](https://shop.bsigroup.com/bs13500)

**BS ISO 31000****Risk management. Guidelines**

This provides guidelines on how to manage the factors that threaten the achievement of an organization objectives. It has been developed specifically for people who create and protect value in organizations by managing risks, making decisions, setting and achieving objectives and improving performance.

**Read more:**

[shop.bsigroup.com/31000](https://shop.bsigroup.com/31000)

**BS 31111****Cyber risk and resilience.****Guidance for the governing body and executive management**

BS 31111 improves top management's strategic understanding of the risks associated with IT activities and supports decision making that ensures good cyber resilience.

**Read more:** [shop.bsigroup.com/31111](https://shop.bsigroup.com/31111)

**BS 67000****City resilience. Guide**

This standard is vital for protecting, sustaining and enhancing economic, social, physical and environmental value, so this standard offers practical guidance and tools for increasing the resilience of cities and it's intended for use by all stakeholders who contribute to city resilience.

**Read more:**

[shop.bsigroup.com/67000](https://shop.bsigroup.com/67000)

**BS EN ISO/IEC 27001****Information technology. Security techniques. Information security management systems. Requirements**

BS EN ISO/IEC 27001 is the internationally acclaimed standard for information security management. It is the baseline standard of the ISO 27000 series of international information security management standards and the foundation standard for implementing an Information Security Management System (ISMS).

**Read more:**

[shop.bsigroup.com/27001](https://shop.bsigroup.com/27001)

## Management System Standards

Some businesses may not know where to start their standardization journey. Starting with the core management systems can help organizations improve their performance by specifying repeatable steps that organizations consciously implement to achieve their goals and objectives. You might be interested in:

### **BS EN ISO 9001**

Quality management systems.  
Requirements

BS EN 9001 is the most widely recognized standard in the world and sets out what's needed to implement a quality management system – the purpose of which is to improve overall performance and provide a sound basis for sustainable development initiatives.

**Read more:**

[shop.bsigroup.com/9001](http://shop.bsigroup.com/9001)

### **BS EN ISO 50001**

Energy management systems.  
Requirements with guidance for use

This standard helps organizations use energy more efficiently and integrate better energy management into business strategy. It does this by outlining how to implement and maintain an energy management system (EnMS) that continually improves the organization's energy performance and saves money.

**Read more:**

[shop.bsigroup.com/50001](http://shop.bsigroup.com/50001)

### **BS EN ISO 14001**

Environmental management systems.  
Requirements with guidance for use

This is a best-selling standard that maps out a framework that a company or organization can follow to set up an effective environmental management system (EMS). This includes guidance on establishing policies and objectives.

**Read more:**

[shop.bsigroup.com/14001](http://shop.bsigroup.com/14001)

### **BS ISO 45001**

Occupational health and safety management systems. Requirements with guidance for use

BS EN 45001 specifies requirements for an Occupational Health and Safety (OH&S) management system and includes guidance for use.

**Read more:**

[shop.bsigroup.com/45001](http://shop.bsigroup.com/45001)



Find out about standards at  
[bsigroup.com/en-AU/Standards/](http://bsigroup.com/en-AU/Standards/)



## Get involved with standards

Do you want to keep up with the latest developments in your industry and have a say on the shaping of future cybersecurity standards?

Whether you're an industry expert with years of experience, an entrepreneur full of new ideas or a consumer representative concerned about the public's safety, you can help us develop better standards that will improve our economy, help society and protect the environment.

**Learn more about how to join our community of standards makers at:**  
[www.bsigroup.com/getinvolved](http://www.bsigroup.com/getinvolved)  
or contact us at:  
[standardsmakers@bsigroup.com](mailto:standardsmakers@bsigroup.com)

# bsi.

BSI Australia  
Suite 2, Level 7  
15 Talavera Road  
Macquarie Park NSW 2113  
Australia

T: 1300 730 134  
E: [info.aus@bsigroup.com](mailto:info.aus@bsigroup.com)  
[bsigroup.com/en-au](http://bsigroup.com/en-au)



Get the standards to make  
your organization resilient  
visit [shop.bsigroup.com](http://shop.bsigroup.com)