



BSI certification helped build trust, security, and resilience at Bangalore International Airport Limited (BIAL)



Kempegowda International Airport, Bengaluru (BLR Airport), named after the founder of the City – Hiriya Kempegowda – has the unique distinction of being the first Greenfield Airport in India, established on a Public-Private Partnership (PPP) model. BLR Airport commenced operations on May 24, 2008. The expansion of the Terminal was completed in 2014 to cater to the steady, unprecedented growth in passenger volumes.

BIAL is among the leading organizations in aviation that opted for the erstwhile BCMS certification standard BS25999:2007 more than a decade ago, which later got migrated to ISO 22301:2012 followed by the current upgrade to ISO 22301:2019 – Business Continuity Management Systems. Besides this, BIAL has also achieved ISO/IEC 20000-1 - Information technology – Service management and ISO/IEC 27001 - Information Security Management with BSI. The certifications helped BIAL in:

- Enhancing efficiency in airport operations
- Building passenger trust and confidence
- Manage and protect information assets
- Secured place in the global map of business continuity-resilience-risk management
- Integration with technology
- Business expansion



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“Our business is to provide safe and quality service with convenience to millions of passengers in Bangalore, India and beyond, so it’s vital that we employ strict processes to ensure the delivery of seamless airport services. By achieving BSI certification to ISO 22301:2019 Business Continuity Management, our continuous effort is to demonstrate the best practices for uninterrupted services and meeting the expectations of our customers with zero compromise.”

Dr KJ Devasia
Asst Vice President -
Enterprise Risk and
Corporate Resilience,
BIAL



Client challenge

Since BIAL is the operator of the first public-private partnership-based Airport in India, unlike other airports which get guidance and funds from Authorities governed by them, it was a challenge for us to initiate everything afresh from the scratch and find our own funding for the entire development and operations. However, BIAL successfully managed in getting the right amount of money to build, operate and meet the expectations with zero compromise in customer experience and expectations. BIAL had no role model to look upon as this was the first PPP airport and the traditional approach of other airports were different from the PPP airport requirements. BIAL had to start with a fresh approach and to achieve this, BIAL had to go beyond the minimum requirements of an airport and have international standards to provide improved

quality of services without any interruptions and meet customer expectations in safety, convenience, and experience. Only through which customers will embrace the model and business could be expanded.

BSI solution

The company identified an ideal solution in the form of BSI certification to ISO 22301 - Business Continuity Management, ISO/IEC 27001 Information Security Management and ISO/IEC 20000-1 Service Management System. These international standards specify the requirements for a management system to protect against, reduce the likelihood of, and ensure your business recovers from disruptive incidents.



Why BSI?

We chose BSI as our certification partner because they took a global lead on ISO 22301, ISO/IEC 27001 and ISO/IEC 20000-1. They are transparent and committed from the very beginning. The way BSI took care of the privacy and confidentiality of the data was commendable