

Vodafone UK maintains global leadership in Business Continuity Management

- **Vodafone UK has become one of the first companies in the UK to achieve the new international business continuity management (BCM) standard, ISO 22301**
- **Reassurance for businesses who are increasingly looking for independent assurance from suppliers that they have effective BCM measures in place**
- **Vodafone UK continues to demonstrate market-leading BCM planning**

Following a stringent audit by BSI, Vodafone UK has become one of only a handful of companies worldwide to be awarded the new international certification in Business Continuity Management, ISO22301.

Certification to this new international standard demonstrates that, even through the most challenging and unexpected circumstances, customers can continue to rely on the high quality of Vodafone's network and service. The new certification complements the BCM standards Vodafone has already reached and cements its position as a global leader in business continuity best practice – for example, the company became the first mobile network operator to achieve BS 25999 for both its 2G and 3G networks.

To achieve the new ISO22301 standard Vodafone had to demonstrate the highest levels of BCM for both its mobile networks and its customer service and support operations.

As more businesses put their own continuity plans in place, it is increasingly important for them to partner with certified communications providers in order to achieve their own certification.

"Our customers take their businesses seriously and they want to know that we do too." said Peter Kelly, Enterprise Director, Vodafone UK. "We know that mobile communications are an essential service for all businesses and are crucial for them to stay a step ahead of their competition in a challenging market place. British businesses rely on us to help them find new and better ways of working and that means being able to work anytime, anywhere. Being one of the first to achieve this new international certification demonstrates that we continue to deliver the most reliable and highest quality network for our customers, no matter what."

Dr David Hitchen, Global Scheme Manager BCMS at BSI, added: “Unaddressed risks and unexpected disruption can result in severe consequences for the bottom line and the reputation of an organisation. Independent assessment by BSI to this globally recognised standard is evidence that Vodafone UK continues to employ a robust management framework to ensure critical functions stay up and running in the face of disruption. Being prepared for the unexpected can make the difference between a business surviving and failing and we are delighted that Vodafone UK continues to lead the field in BCM by embracing this new standard.”

For more information about Vodafone, visit: vodafone.co.uk/business

To read more about Vodafone’s certification to ISO 22301, visit:
www.bsigroup.co.uk/vodafone

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For further information about Vodafone UK please contact:

Vodafone UK Corporate Communications

01635 666777

For further information about the BSI and the new international standard, please contact:

BSI Press Office

020 8996 6330