



## Business Continuity Management within the scope of ISO 22301 (BCM) at DZ BANK FFM

DZ BANK, a central institution of the cooperative financial network, has successfully completed the TÜV Rheinland audit process and been awarded the ISO 22301 Business Continuity Management (BCM) certificate. The goal of a certified BCM system is to ensure the rapid resumption of all business processes in the case of an operational failure.

### Basic Facts

Client	DZ BANK FFM
Project location	Frankfurt am Main, Germany
Main services	Certification of the Business Continuity Management System (BCMS)
Involved regulations/ standards	ISO 22301:2012

### Initial situation and requirements

DZ BANK provides supporting services locally to the numerous independent cooperative banks, in order to strengthen their market position. It relies on the tired-and-tested combination of decentralised customer service and centralised product competence. The bank is aware that its customers and partners rely on its financial market services and has, for a number of years, implemented emergency management measures in the scope of its comprehensive corporate security systems. There is widespread consciousness of the need to carefully prepare for crisis situations at the bank. That understanding is promoted by the bank's open corporate culture, an extensive training offering, measures to increase awareness, and, in particular, the support of the management.

*"We do not see the successful completion of the certification process in September 2014 as an end-point or a reason to pause in our ongoing work on the optimisation of our BCM process. Instead it is an additional motivating factor in the pursuit of constant improvement and in our efforts to overcome new challenges. We plan to further optimise this process by integrating all topics relating to corporate security in our central GRC tool."* (Herbert Bosselmann, Head of Corporate Security at DZ BANK)

## Solutions, results

In the scope of the initial certification and the coming audits, TÜV Rheinland offers DZ BANK the opportunity to integrate suggested improvements in its systems.

*“The initial certification, carried out by auditors from TÜV Rheinland, has confirmed the success of our efforts to implement BCM. However, the process has also made it clear that we need to continue to carefully integrate the findings of internal and external audits in future versions of the system. We thank the auditors for their openness and the constructive suggestions they made during the audit of our BCMS.”* (Thorsten Scheibel, Business Continuity Manager at DZ BANK)

### Benefits for the client:

- Certified business continuity concept for potential serious disruptions
- Increased confidence on the part of partners and customers
- Secured operation, even in exceptional circumstances
- Proof of a conscious approach to potential emergencies
- Embedding of emergency management in a comprehensive approach to risk
- Basis for the desired integrated management solution

### Did you know?

Companies are increasingly choosing certification according to ISO 22301:2012. As well as DZ BANK, TÜV Rheinland Cert GmbH has successfully certified the BCMS of Huawei and Vodafone.

The ISO 27001:2013 standard also requires a Business Continuity Management System. Approximately 100 companies are successfully certified according to the standard by TÜV Rheinland.

## About TÜV Rheinland

Founded 140 years ago, TÜV Rheinland is a global leader in independent inspection services, ensuring quality and safety for people, the environment, and technology in nearly all aspects of life. We inspect technical equipment, products and services, oversee projects and help to shape processes for companies around the world. Since 2006 we have been a member of the United Nations Global Compact to promote sustainability and combat corruption.

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### Contact:

TÜV Rheinland Cert GmbH  
 Tel. +49 800 888 2378  
 Fax. +49 800 888 3296  
 tuvcert@de.tuv.com  
 www.tuv.com/managementsystems