

SINGAPORE STANDARD

Societal security – Business continuity management systems – Requirements



Published by

Enterprise
Singapore

SS ISO 22301 : 2012
(ICS 03.100.01)

SINGAPORE STANDARD

**Societal security – Business continuity
management systems – Requirements**

All rights reserved. Unless otherwise specified, no part of this Singapore Standard may be reproduced or utilised in any form or by any means, electronic or mechanical, including photocopying and microfilming, without permission in writing from Enterprise Singapore. Request for permission can be sent to: standards@enterprisesg.gov.sg.

This Singapore Standard was approved by Management Systems Standards Committee on behalf of the Singapore Standards Council on 7 September 2012.

First published, 2012

The Management Systems Standards Committee appointed by the Standards Council consists of the following members:

	Name	Capacity
Chairman	: Mr Wee Siew Kim	<i>Member, Standards Council</i>
Deputy Chairman	: Mr Daniel Steele	<i>Singapore Business Federation</i>
Secretary	: Mr Jason Low	<i>SPRING Singapore</i>
Members	: Ms Susan Chong	<i>Association of Small and Medium Enterprises</i>
	: Mr Go Heng Huat	<i>Ministry of Manpower</i>
	: Ms Margaret Heng	<i>Singapore Hotel Association</i>
	: Mr Kwok Wai Choong	<i>National Environment Agency</i>
	: Mr Ngiam Tong Yuen	<i>Society of Loss Prevention in the Process Industries</i>
	: Mr Ong Liong Chuan	<i>SP PowerGrid Limited</i>
	: Dr Roy Rimington	<i>Risk and Insurance Management Association of Singapore</i>
	: Mr Seah Seng Choon	<i>Consumers Association of Singapore</i>
	: Mr Harnek Singh	<i>Singapore Technologies Engineering Ltd</i>
	: Mr Birch Sio	<i>Singapore Manufacturers' Federation</i>
	: Dr Reginald Tan Beng Hee	<i>National University of Singapore</i>
	: Er. Teo Kong Poon	<i>Seagate Technology International</i>
	: Mr Thomas Thomas	<i>Individual Capacity</i>
Co-opted Members	: Mr Dickson Yeo	<i>NTUC FairPrice Co-operative Ltd</i>
	: Mr Terence Koh	<i>Individual Capacity</i>
	: Mr Gary Lai Pau Nyen	<i>Individual Capacity</i>

The Technical Committee on Business Continuity Management appointed by the Management Systems Standards Committee and responsible for the preparation of this standard consists of representatives from the following organisations:

	Name	Capacity
Chairman	: Mr Ong Liong Chuan	<i>Member, Management Systems Standards Committee</i>
Secretary	: Mr Jason Low	<i>SPRING Singapore</i>
Members	: Ms Margaret Heng	<i>Singapore Hotel Association</i>
	: Mr Jason Lai	<i>Singapore Accreditation Council</i>
	: Mr Lee On Nam*	<i>Systems on Silicon Manufacturing Co Pte Ltd</i>
	: Mr Lim Meng Wee	<i>Singapore Manufacturers' Federation</i>
	: Mr Daniel Steele	<i>Singapore Business Federation</i>
	: Mr Collin Tan**	<i>Systems on Silicon Manufacturing Co Pte Ltd</i>
	: Mr Jerry Tan	<i>Singapore Health Services Pte Ltd</i>
	: Mr Yam Guan Shyh	<i>National University of Singapore</i>

* served till April 2012

** with effect from April 2012

Contents	Page
National Foreword.....	4
Foreword.....	5
0 Introduction.....	6
0.1 General.....	6
0.2 The Plan-Do-Check-Act (PDCA) mode.....	6
0.3 Components of PDCA in this International Standard.....	7
1 Scope.....	9
2 Normative references.....	9
3 Terms and definitions.....	9
4 Context of the organisation.....	16
4.1 Understanding of the organisation and its context.....	16
4.2 Understanding the needs and expectations of interested parties.....	17
4.3 Determining the scope of the business continuity management system.....	17
4.4 Business continuity management system.....	18
5 Leadership.....	18
5.1 Leadership and commitment.....	18
5.2 Management commitment.....	18
5.3 Policy.....	19
5.4 Organizational roles, responsibilities and authorities.....	19
6 Planning.....	20
6.1 Actions to address risks and opportunities.....	20
6.2 Business continuity objectives and plans to achieve them.....	20
7 Support.....	20
7.1 Resources.....	20
7.2 Competence.....	21
7.3 Awareness.....	21
7.4 Communication.....	21
7.5 Documented information.....	22
8 Operation.....	23
8.1 Operational planning and control.....	23
8.2 Business impact analysis and risk assessment.....	23
8.3 Business continuity strategy.....	24
8.4 Establish and implement business continuity procedures.....	25
8.5 Exercising and testing.....	27
9 Performance evaluation.....	27
9.1 Monitoring, measurement, analysis and evaluation.....	27
9.2 Internal audit.....	28
9.3 Management review.....	29
10 Improvement.....	30
10.1 Nonconformity and corrective action.....	30
10.2 Continual improvement.....	31
Bibliography.....	32

National Foreword

This Singapore Standard was prepared by the Technical Committee on Business Continuity Management under the direction of the Management Systems Standards Committee.

This standard is identical with ISO 22301:2012 published by the International Organization for Standardization.

Where appropriate, the words "International Standard" shall be read as "Singapore Standard".

Attention is drawn to the possibility that some of the elements of this Technical Reference may be the subject of patent rights. Enterprise Singapore shall not be held responsible for identifying any or all of such patent rights.

NOTE

1. *Singapore Standards (SSs) and Technical References (TRs) are reviewed periodically to keep abreast of technical changes, technological developments and industry practices. The changes are documented through the issue of either amendments or revisions.*
2. *An SS or TR is voluntary in nature except when it is made mandatory by a regulatory authority. It can also be cited in contracts making its application a business necessity. Users are advised to assess and determine whether the SS or TR is suitable for their intended use or purpose. If required, they should refer to the relevant professionals or experts for advice on the use of the document. Enterprise Singapore shall not be liable for any damages whether directly or indirectly suffered by anyone or any organisation as a result of the use of any SS or TR.*
3. *Compliance with a SS or TR does not exempt users from any legal obligations.*

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of technical committees is to prepare International Standards. Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights.

ISO 22301 was prepared by Technical Committee ISO/TC 223, *Societal security*.

This corrected version of ISO 22301:2012 incorporates the following corrections:

- first list in 6.1 changed from a numbered to an unnumbered list;
- commas added at the end of list items in 7.5.3 and 8.3.2;
- bibliography items [19] and [20] separated, which were merged in the original;
- font size adjusted in several places.

0 Introduction

0.1 General

This International Standard specifies requirements for setting up and managing an effective Business Continuity Management System (BCMS).

A BCMS emphasizes the importance of

- understanding the organization's needs and the necessity for establishing business continuity management policy and objectives,
- implementing and operating controls and measures for managing an organization's overall capability to manage disruptive incidents,
- monitoring and reviewing the performance and effectiveness of the BCMS, and
- continual improvement based on objective measurement.

A BCMS, like any other management system, has the following key components:

- a) a policy;
- b) people with defined responsibilities;
- c) management processes relating to
 - 1) policy,
 - 2) planning,
 - 3) implementation and operation,
 - 4) performance assessment,
 - 5) management review, and
 - 6) improvement;
- d) documentation providing auditable evidence; and
- e) any business continuity management processes relevant to the organization.

Business continuity contributes to a more resilient society. The wider community and the impact of the organization's environment on the organization and therefore other organizations may need to be involved in the recovery process.