



How BSI helps the National Commercial Bank (NCB) ensure the continuity of banking services to clients through Business Continuity Management (BCM)

Customer needs

- NCB demonstrates to its customers and stakeholders that it has best global practices in BCM
- NCB is intrinsically Resilient and ensures the continuity of banking services to its clients

Customer benefits

- Customers are now assured that NCB has a robust BCM Programme in place
- Potential disruptions are identified proactively at an early stage, thus minimising risk exposures
- Risk mitigation processes are already in place
- Compliance and competitive advantages are evident
- The first bank in Saudi Arabia to attain BS 25999, a globally recognised corporate BCM Certification
- Gains a competitive advantage through BSI's business continuity management system

"It is a great honour and privilege to be recognised as the first bank in the Kingdom of Saudi Arabia (KSA) to receive certification to BS 25999. The safety and well being of our employees remain our number one priority however all our stakeholders are integral to delivering a robust Business Continuity Plan."

Abdulkareem Abu AlNasr,
Chief Executive Officer, NCB



Company background

More than half a century ago, NCB was established as Saudi Arabia's first bank. It has since grown to become one of the largest financial institutions of the Arab World, with total assets of SR 282.4 billion (\$75.3 billion), more than 2.6 million customers, and 9,225 people across the group. Rated A+ by Standard and Poor's and Fitch Ratings, the highest ratings in the Saudi Arabian banking sector. NCB has demonstrated a consistent pattern of growth throughout its history. Core growth is driven by a determination to continually improve service quality, and providing tailored banking products for customers across the Kingdom.

Why certification

NCB's vision is to be the first financial services group in its region to gain certification to the Business Continuity Management system standard, BS 25999. The main driver for implementing the standard is to identify threats and ensure that potential disruptions are experienced at a rehearsal stage, so that the organisation will be better prepared in the event of a real disaster. David G. Jones, Sr. Executive Vice President and Head of Services Sector, explains that, "NCB recognises the benefits of implementing such a programme not only to assure the ongoing provision of quality banking services to the customers and the protection of shareholder interests, but also to ensure the safety of its personnel." CEO Alnasr added, "As we move forward to a new global economic reality, we will continue to be financially resilient and prudent in decision making by continuing to manage risk in an appropriate and responsible manner."

Implementation

The business continuity management system was implemented both quickly and

effectively following an initial gap analysis. Getting buy-in and support from across the organisation, in particular top management enabled NCB to achieve certification within such a short timeframe: "Business continuity management (BCM) is an essential element of modern business and NCB has been recognised for the efforts it has made over the past three years to build a BCM operation of international standards," says the CEO Alnasr. "This prestigious award will provide NCB with a framework for continual improvement and performance in the area of best practice risk management."

Embedding BCM in Organisation's culture can be a challenging task; however NCB took a number of measures to overcome potential difficulties in accomplishing it. These included: conducting BCM awareness programmes, providing specialised training on BCM across the businesses, erecting BCM promotional displays and distributing literature across the organisation; including on-line assessment in BCM know-how on the NCB portal, as well as aligning organisational BCM awareness campaigns along with Business Continuity Week (BCAW).

"NCB's BCM programme includes a number of plans and controls to better manage the operational, environmental and social risks; as well as boosting the confidence of customers and shareholders in the quality of the services provided," commented David Jones. He further adds, "The implementation of BS 25999 provides a practical, deliberate and effective framework to determine the risks surrounding the organisation. It provides NCB with a structure to develop, implement and upgrade our emergency plans in order to ensure continuity of our services through a consolidated vision for management of Business Continuity."

Why BSI?

NCB believes that implementing BS 25999 has helped reduce its risks, assuring the safety of employees and continuity of services to its customers.

Certification is also a visible demonstration of NCB's competence in its sector.

Being the first bank in Saudi Arabia awarded for BS 25999, the standard known for best practices in Business Continuity, has given NCB a competitive advantage and enhanced its brand reputation. Customers and stakeholders alike have been given assurance that NCB has been regularly taking the necessary planning initiatives to ensure its ability in resuming and continuing the delivery of its services in case of any operational disruptions.

BSI has been working closely with NCB to determine the requirements related to standard BS 25999 as well as providing the relevant training. BSI also continues to provide a value added service through its expertise and the subject matter experts on management systems standards.

"NCB is strongly committed to continual improvement across all aspects of its businesses and so the Business Continuity is not an exception," concludes David Jones. "Now that the BCM Programme is already in place, we strongly believe that its continual improvement will further raise the level of organisational 'resilience'. BSI gave us the confidence that we are following the right practices that further ensures us to maintain our market leadership and we are also looking into acquiring more certifications in other management systems standards through teaming up with BSI."

BSI

Middle East & Africa
Suite 208, 2nd Floor
Sultan Business Centre
PO Box 26444, Dubai – U.A.E.
T: +971 4 3364917
F: +971 4 3360309
bsi.me@bsigroup.ae

You business could benefit from BS 25999, just like NCB.

To find out more visit
www.bsigroup.ae/BS25999



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