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BUSINESS CONTINUITY AWARDS 2024

WINNERS' REVIEW

The pinnacle of achievement in business continuity, security and resilience

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BUSINESS CONTINUITY AWARDS 2024



2024 winners

Business Continuity/Resilience Manager of the Year**WINNER:** James Parrish, London Stansted Airport**Lifetime Achievement****WINNER:** Jonathan Hemus, Insignia Crisis Management**Newcomer of the Year****WINNER:** Adam Bartlett, Virgin Atlantic**Public Sector Manager of the Year****WINNER:** Jim Smith, High Speed Two (HS2)**Specialist Company of the Year****WINNER:** Continuity Strategy**Specialist Technology Company of the Year****WINNER:** CSL Group**Consultancy of the Year****WINNER:** PlanB Consulting**Team of the Year****WINNER:** Coca-Cola Europacific Partners**BCM Planning Software of the Year****WINNER:** Daisy**Innovation of the Year****WINNER:** Landsec and URIM**Cloud-based Services****WINNER:** YUDU Sentinel**Strategy of the Year****WINNER:** High Speed Two (HS2)

2024 winners

Initiative of the Year**WINNER:** FM Global**Disaster Recovery Award – Physical****WINNER:** HCLTech**Disaster Recovery Award – Digital****WINNER:** Royal Mail**Transformation Award****WINNER:** Holland and Barrett**Resilient Workforce Award****WINNER:** Holcim**Testing and Exercising****WINNER:** Colt**Strategy through Partnership****WINNER:** Panda Retail Company and Needhams 1834**Excellence in BC in Retail****WINNER:** Marks and Spencer**Excellence in BC in Manufacturing****WINNER:** Coca-Cola Europacific Partners**Best Contribution to Continuity and Resilience****WINNER:** London Stansted Airport**Diversity Award****WINNER:** DPD UK**Global Award****WINNER:** United Development Company

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**BUSINESS CONTINUITY
AWARDS 2024**

2024 winners



Team of the Year

WINNER: Coca-Cola Europacific Partners



The business continuity and resilience team at Coca-Cola Europacific Partners; pictured with awards host Suzi Ruffell

The judges said: In one of the most challenging categories for this year's judging panel, one team stood out as especially high performing – particularly given the company's scale, extensive portfolio, and number of operations in diverse markets.

The entry: Coca-Cola Europacific Partners is one of the world's leading consumer goods companies, making, moving and selling some of the world's most loved brands. CCEP is the world's largest independent Coca-Cola bottler by revenue, with over four million customers in 31 markets, serving over 600 million consumers.

CCEP's business continuity and resilience team is part of the legal function and consists of a dedicated group of specialists split across Europe and Australia providing support around the clock. The team, led by Wilco van Eijk, director, business resilience, engages laterally across the organisation and coordinates with relevant risk and functional areas.

In the past judging year, CCEP has built a strong, cohesive central team, which has been successful in engaging, mobilising and training a larger, extended team. The team has successfully implemented new business continuity and crisis management

capabilities with an ongoing commitment and dedication to continuous development, geographical reach and empowered, well-trained colleagues.

The varied skills profile of the team is reflected in the diverse backgrounds and expertise of all team members, who collectively bring together a wealth of knowledge and experience to support the organisation's business continuity and resilience efforts. The leadership of the team is evident in the team leader's ability to identify gaps, developing programmes that drive positive change, fulfilling the goal of embedding and enhancing resilience across the organisation.

Commenting on the win, Wilco van Eijk, director, business resilience at Coca-Cola Europacific Partners, said: "We're very honoured to receive the Business Continuity Award for Team of the Year – and I am very proud of this excellent and diverse group of highly motivated resilience professionals who bring such a wealth of business, technical and soft skills to the mix with such impact in our global organisation. But it takes more than a small and talented group in the centre. We have been successful because of the strong mandate from our executive leadership, our vision and plan, our focus on driving outcomes and value-add over process and on doing the basics really, really well. But above all, our success can be attributed to a shared commitment to operational excellence transcending team structures.

"I would like to recognise the hard work and passion brought daily to the resilience programme by our extended network of hundreds of colleagues, business continuity leads, champions, incident management teams, leadership groups and partners across our functions, countries and sites. This broad and sustained collaboration has been the key ingredient to our successes so far."

cocacolaep.com

Coca-Cola EUROPACIFIC
PARTNERS

Excellence in BC in Manufacturing

WINNER: Coca-Cola Europacific Partners



Wilco van Eijk, director, business resilience, and Sven Boomgaarden, vice-president of supply chain strategy and sustainable future, at Coca-Cola Europacific Partners; pictured with Cameron Lea, subscriptions and delegates sales executive at Perspective Publishing; and awards host Suzi Ruffell

The judges said: This company operates a large-scale, transformative, multifunctional and continuously developing business continuity programme, underpinned by thorough planning, training, testing and exercising.

The entry: In the past judging year, Coca-Cola Europacific Partners refreshed a number of priority manufacturing sites. Selected by the central supply chain leadership team as being most critical, the sites spanned two continents, 12 countries and six different time zones. Throughout the year, the CCEP business continuity and resilience team has been working on developing, standardising and renewing business continuity capabilities and testing at these locations, as well as its shared services centre, to protect people, operations, revenue and reputation, and to manage business disruption risk. Plans are based on risk assessments, business impact analysis and scenario planning, each covering the relevant core business functions at a particular site, and addressing the relevant range of risks and failure scenarios, including IT/OT outage, utilities failure or shortage, supplier issues, labour shortage and natural catastrophe.

Planning is underpinned by CCEP's wider business continuity strategy, focusing resources on the most critical functions and sites for the continuity of the company's core business operations. The team's strategy is to ensure that core outcome capabilities are as strong as possible: we wish to enhance the organisation's overall resilience, be ready to react with incident management and crisis resolution capability, and have in place effective recovery arrangements. To enable this, the team recognises the need for strong governance, a compliance culture, effective tooling, and great human resources.

By testing and challenging business continuity arrangements and exposing them to critical review and feedback, the team validates and builds confidence among stakeholders in its preparedness and response capability, at the same time embedding a business continuity culture across core sites. Regular planning also takes place sustainably every year, with buy-in from key leaders, such as the head of supply chain and the executive leadership team.

Commenting on the win, Sven Boomgaarden, vice-president, of supply chain, strategy and sustainable future, at Coca-Cola Europacific Partners, said: "As Coca-Cola's largest bottler by revenue, we recognise the impact of our business and the importance of business continuity. We're honoured to receive the Business Continuity Award for Excellence in Business Continuity in Manufacturing, which highlights the efforts of over 250 CCEP employees and validates our effective approach.

"This is especially timely as we expand to The Philippines. The award showcases that we are preparing to meet the challenges of our growing operations, whilst maintaining our high standards of service and reliability, in the right way, whilst realising that this is only just the beginning."

cococolaep.com

Coca-Cola EUROPACIFIC
PARTNERS



Continuity Strategy



**Helping businesses thrive,
come what may.**

Operational Resilience

Crisis Management

Business Continuity



WINNER
BUSINESS CONTINUITY
AWARDS 2024

SPECIALIST COMPANY OF THE YEAR



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Specialist Company of the Year

WINNER: Continuity Strategy



Matthew Horrox, managing director of Continuity Strategy; pictured with Shannon Woods, delegate sales manager, Perspective Publishing; and awards host, Suzi Ruffell

The judges said: In a highly competitive category, this year's judges were impressed with this boutique firm's breadth of skills, its flexible and refreshing approach, and compelling client references.

The entry: After just three years in the market, Continuity Strategy is already beginning to make a measurable impact as part of its mission to help clients develop, optimise, test and assure operational resilience, crisis management and business continuity, so that they can thrive in an unpredictable world.

The Continuity Strategy team are highly experienced in all aspects of resilience, crisis management and business continuity, with specialist qualifications and experience from a range of backgrounds and industries – including financial services companies, manufacturers and government organisations. Many have led or worked in resilience, crisis management and business continuity functions for multinational organisations, and all have experience gained working across the globe.

Continuity Strategy is committed to professionalism,

responsiveness, sustainability, security and diversity of thought and skillsets – keeping the team vibrant, challenged and fresh.

Commenting on the win, Matthew Horrox, managing director of Continuity Strategy, said: "Winning Specialist Company of the Year at this year's Business Continuity Awards is a huge honour and a wonderful achievement as Continuity Strategy approaches its third year in business. We have established excellent relationships with world-class clients truly committed to their resilience and continuity journeys. We would like to publicly thank our clients for their trust in – and support for – Continuity Strategy on our journey so far.

"We take the most pride from the truly fantastic client testimonials that underpinned our nomination – client feedback is the yardstick by which we measure true success. Having such excellent relationships was highlighted by the judges amongst the key ingredients of our success in this year's awards.

"Everyone at Continuity Strategy looks forward to expanding, deepening and refreshing these existing relationships and, looking ahead, to building a new relationships with new clients in the months and years to come.

"The last three years have been focused on establishing ourselves as a true alternative to the Big Four in the marketplace, whilst at the same time ensuring clients both global and local receive seamless and dedicated support. The coming years will be focused on scaling and expanding so we can support more clients in more markets and territories, offering them the leading-edge business continuity, operational resilience and crisis management consultancy services that we're known for."

continuitystrategy.com





Critical IoT Connectivity

Providing solutions to connect any life,
mission or business-critical IoT application



Specialist Technology Company of the Year

WINNER: CSL Group



Jameel Lalani, sales manager, IoT and Callum Paul, product manager, IoT; pictured with Megan Davies, events marketing executive, Perspective Publishing; and awards host Suzi Ruffell

The judges said: One of our panel hailed this great submission "the very definition of a specialist technology company". For several innovations supporting resilience in society, CSL Group is a well-deserving winner in this competitive category.

The entry: CSL Group is a critical IOT connectivity specialist supporting mission and business-critical IoT applications across the fire, security, telehealth, retail and critical national infrastructure sectors – all of which demand the highest levels of resilience, reliability and cyber security.

Partnerships with all the major mobile network operators, monitoring centres, integrators and installers allows CSL to deliver complete end-to-end IoT connectivity solutions. CSL has securely connected to 150+ monitoring centres across Europe and continues its expansion through the region and beyond, with growing teams in Benelux, Iberia and the Nordics.

CSL Group is an expert in end-to-end connectivity and the secure delivery of alarms and data, having provided secure connectivity for over 25 years, today supporting over 2.5 million IoT devices,

with platforms handling over four billion events each month.

Commenting on the win, Joe Sheppard, head of marketing at CSL, said: "We are delighted to have been named Specialist Technology Company of the Year at the Business Continuity Awards 2024. These prestigious awards celebrate success in business continuity, security and resilience, and we are honoured to have been recognised amongst some of the world's leading brands.

"For 30 years, we have been the leading European provider of critical connectivity. Today, we have over 3 million connections and provide fully managed single or multi-path solutions to connect any life, mission or business-critical IoT application. These range from applications that save lives or support crucial organisational processes. Having pioneered the transition from wired to wireless connectivity in the security and health sectors, we now play a vital role in CNI with solutions deployed at scale in every sector.

"Major projects such as the National Lottery, Thames Water and a collaboration with UK Defence and Security Exports (UKDSE) on government-approved CNI capability guidelines provide evidence of our position as the leading provider of critical connectivity. Backed up by world-class customer service, these examples of our fully managed service and solutions showcased us as a specialist technology company. Where business continuity is essential and systems always need to be online, we continue to provide mission, business and life-critical solutions."

[csl-group.com](https://www.csl-group.com)





**UDC EARNs INTERNATIONAL RECOGNITION
FOR BUSINESS CONTINUITY AND RESILIENCE
AT THE PEARL ISLAND**



Global Award

WINNER: United Development Company



United Development Company is the winner of the 2024 Global Award in recognition for business continuity and resilience programme at The Pearl Island

The judges said: In this thorough submission, UDC demonstrated clearly to the judging panel how business continuity and resilience acts as the cornerstone to its success.

The entry: United Development Company is a Qatari public shareholding company with a mission to identify and invest in long-term projects contributing to the growth of the State of Qatar, and providing shareholder value. Established in 1999, the company was listed on the Qatar Exchange in June 2003. It has an authorised share capital of QR3.5 billion and total assets of QR19.6 billion (as at 31st December 2023).

The 2024 Global Award was presented to UDC for exceptional achievement in business continuity at The Pearl Island, which recognises business continuity and resilience as crucial for ensuring uninterrupted delivery of high-quality products and services to the destination's stakeholders.

Its work encompasses the management of engineering and construction activities, residential and retail management, community services, and the maintenance of commercial and residential infrastructure, facilities, buildings, and assets owned

and operated by UDC. UDC's Public Services Directorate designed business impact analyses, business continuity and crisis management programmes and training courses that are both comprehensive and practical. This work also entails the implementation of both ISO 22301 and ISO 27001.

Together, these systems ensure the timely update, control, and deployment of effective plans, accounting for contingencies, capabilities and business needs to manage disruptive incidents while continuing business-critical activities.

This accolade underscores UDC's commitment to operational excellence and resilience amid unprecedented challenges, such as the Covid-19 pandemic and climate change, highlighting its ability to efficiently manage business interruption and disaster recovery in the face of major crises.

This award further establishes UDC as a pioneering developer, and The Pearl Island as one of Qatar's most robust communities in respect of its advanced business continuity management systems and strategies.

This recognition reflects UDC's unwavering commitment to ensuring the seamless delivery of high-quality products and services to stakeholders at The Pearl Island. It further solidifies The Pearl Island's status as Qatar's premier lifestyle destination, showcasing UDC's dedication to operational excellence and its commitment to delivering reliability and innovation to residents, customers, and partners.

udcqatar.com

