



BUSINESS CONTINUITY AWARDS 2025

The pinnacle of achievement in business continuity, security and resilience

WINNERS' REVIEW

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2025 winners

Business Continuity/Resilience Manager of the Year

Helen Tang, SmartDCC

Newcomer of the Year

Will Wingfield, National Grid

Global Award

Majid Al Futtaim

Best Contribution to Continuity & Resilience

Baltic Resilience

Lifetime Achievement

Tim Armit, QBE

Diversity Award

Linklaters

Excellence in BC in Manufacturing

Honeywell

Recovery in Partnership Award

Royal Mail

Supply Chain, Transportation & Logistics Award

Horizonscan

Excellence in BC in a Tech Company

Fiserv

Resilient Workforce Award

London North Eastern Railway

Strategy through Partnership

Barnett Waddingham & Dementia UK



2025 winners

Testing & Exercising

Virgin Atlantic

Transformation Award

Sky

Disaster Recovery Award – Physical

Colt

Initiative of the Year

Coca-Cola Europacific Partners

Strategy of the Year

Cummins GSCS & Horizonscan

Cloud-based Services

Crises Control

Innovation of the Year

Databarracks

BCM Planning Software of the Year

CLDigital

Team of the Year

Honeywell

Consultancy of the Year

Insignia Crisis Management

Specialist Company of the Year

Continuity Strategy

Specialist Technology Company of the Year

ISMS.online



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BARNETT
WADDINGHAM

Part of **HOWDEN**

Award-winning resilience, built on partnership

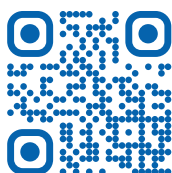
Trusted advice | Long-term thinking | Real-world impact

We're proud to have won the Strategy through Partnership Award at the CIR Magazine Business Continuity Awards 2025. The award recognises the strength of our collaborative approach – supporting organisations to embed practical, sustainable strategies that strengthen continuity and resilience.

This recognition reflects the impact of our work with partners.



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TO READ ABOUT
OUR AWARD WIN



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TO EXPLORE
OUR SERVICES

Strategy through Partnership

WINNER: Barnett Waddingham & Dementia UK



Harshil Shah, partner and head of risk and resilience services at Barnett Waddingham, pictured with Claire Mattinson, head of governance, risk and compliance, Dementia UK; John Benfield, business development manager, Horizonscan; and host Andrew Ryan

The judges said: Recognising that Dementia UK – like many charities – is vulnerable to operational disruptions, Barnett Waddingham designed and implemented a robust BCM framework that embedded resilience into its culture, with strong board-level commitment.

The entry: Barnett Waddingham's partnership with Dementia UK delivered a transformation in business continuity and crisis management. The tailored framework was built around a policy statement, risk assessment and business impact analysis, the creation of ten targeted business continuity plans, and a comprehensive crisis manual. Risks were prioritised through data-driven, collaborative workshops, leading to clear, impact-based planning across critical functions such as clinical services and fundraising. A newly established crisis management team received hands-on training, and a simulated IT outage tested the framework's practicality. Leadership engagement was strengthened through regular governance, policy ownership and strategic integration of resilience into planning. The work drove cultural change, increasing awareness and ownership of continuity planning, encouraging cross-functional collaboration,

and establishing annual reviews and simulations. Outcomes included enhanced preparedness, validated response capability, strengthened governance and a future-proofed approach aligned with ISO 22301 standards. This strategic, pragmatic and values-aligned partnership not only protects the charity's operations but sets a benchmark for resilience in the third sector.

Commenting on the win, Harshil Shah, partner and head of risk and resilience services at Barnett Waddingham said: "We are delighted that our partnership with Dementia UK has been recognised with the Strategy through Partnership Award. This accolade celebrates the tremendous commitment shown by both teams in embedding resilience into every level of the charity's operations. It acknowledges the tailored business continuity framework we co-designed, including comprehensive risk assessments, governance structures endorsed at board level and a high-impact IT outage simulation, that has strengthened Dementia UK's ability to safeguard its vital services for families affected by dementia. Winning this award reinforces our belief that a collaborative approach to crisis preparedness delivers sustainable outcomes. It underlines the impact of the training and simulation exercises we delivered, which have equipped the newly formed crisis management team with the confidence and tools to respond decisively to future disruptions.

"Looking ahead, we will continue to support Dementia UK through an annual review cycle, ongoing training and the pursuit of ISO 22301 certification, ensuring it remains at the forefront of best practice. We are proud that our joint efforts have not only enhanced operational readiness but have also fostered a culture of continuous improvement – so that Dementia UK can keep life-changing support flowing to those who need it most."

barnett-waddingham.co.uk/risk-advisory-and-analytics





baltic resilience

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

Operational Resilience

Crisis Management

Business Continuity

CIR  **BUSINESS CONTINUITY**
AWARDS 2025
WINNER
**BEST CONTRIBUTION TO
CONTINUITY & RESILIENCE**



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Best Contribution to Continuity & Resilience

WINNER: Baltic Resilience



CEO of Continuity Strategy, Matthew Horrox; pictured with Chris Walker, head of risk management at Durham University; and awards host Andrew Ryan

The judges said: This organisation has built resilience through grassroots collaboration in a region with low continuity maturity, laying strong foundations for lasting impact.

The entry: Launched in 2024 by Continuity Strategy, the Baltic Resilience initiative addresses a critical gap in business continuity awareness across the Baltic states and wider Eastern Europe, where many firms historically lack formal preparedness despite heightened exposure to geopolitical tensions, cyber threats, energy insecurity and social disruption.

Baltic Resilience drives measurable impact through strategic partnerships, targeted workshops, and engagement with local organisations. It was a founding member of the Lithuanian Risk Management Association and works closely with ISM University of Management and Economics to embed resilience education within academic and professional programmes. Practical events, including crisis management exercises and people resilience sessions, have equipped business leaders with actionable skills and led to follow-on initiatives, strengthening organisational and societal resilience. By aligning with EU and NATO regional security initiatives, Baltic Resilience helps ensure that local firms

are prepared for extreme disruption scenarios. This combination of support demonstrates a societal-focused approach to resilience, offering a tangible contribution to elevating standards and safeguarding economic stability in the region.

Commenting on the win, Joe McMahon, CEO of Baltic Resilience, said: "We are thrilled that Baltic Resilience has been recognised with the Best Contribution to Continuity and Resilience Award at the official Business Continuity Awards. This accolade is a major milestone for us and a powerful endorsement of the pioneering work we have been doing in the Baltic region.

"The resilience landscape in the Baltics is shaped by a unique set of geopolitical, cyber, and infrastructure threat dynamics. From energy security to supply chain vulnerabilities and hybrid threats, organisations here face challenges that demand innovative, region-specific solutions. Our mission has been to bring world-class continuity and resilience practices into this context, helping businesses and institutions not only withstand disruption but also strengthen their strategic position.

"This award reflects the passion and commitment of our team, backed by our colleagues at Continuity Strategy, who together combine global expertise with a deep understanding of the local environment. It also highlights the vision and trust of our clients, who have embraced new ways of thinking and invested in building resilience as a long-term capability.

"Looking ahead, we are determined to continue expanding our impact, deepening our partnerships across the region, and shaping the resilience agenda in this strategically vital part of Europe."

balticresilience.com



baltic resilience



Continuity Strategy



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

Operational Resilience

Crisis Management

Business Continuity

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AWARDS 2024**
WINNER
SPECIALIST COMPANY OF THE YEAR

CIR  **BUSINESS CONTINUITY
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WINNER
SPECIALIST COMPANY
OF THE YEAR



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Specialist Company of the Year

WINNER: Continuity Strategy



CEO of Continuity Strategy, Matthew Horrox; pictured with Michael Calamito from RE:ACT Disaster Response; and awards host Andrew Ryan

The judges said: A truly specialist consultancy that works internationally across a variety of sectors, offering broad expertise and tailored solutions to meet diverse client needs.

The entry: Continuity Strategy helps organisations strengthen operational resilience, crisis management and business continuity to help them thrive in an unpredictable environment. Its team comprises experienced specialists drawn from diverse sectors, including government, financial services and manufacturing, many of whom have themselves led global resilience and continuity functions.

The firm offers a broad range of services designed to enhance clients' resilience capabilities. It delivers analytics and business impact analysis to focus resources efficiently, and supports internal audit and second-line teams through independent assurance reviews using benchmarking and its proprietary Capability Maturity Assessment Tool. The team develops crisis management plans and exercises, ensuring preparedness and providing realistic, engaging testing scenarios. It also evaluates programme efficiency, identifies improvement opportunities, and offers interim management to fill capability gaps.

Continuity Strategy works with clients to map critical services, define impact tolerances, and assess vulnerabilities across technology, data, suppliers, premises and teams, guiding targeted investment and strategy development. Training and awareness initiatives further ensure employees at all levels are prepared to respond effectively.

Commenting on the win, Matthew Horrox, CEO of Continuity Strategy, said: "We are absolutely delighted to have been named Specialist Company of the Year at the official Business Continuity Awards. To win this award for two years in a row is a huge honour, and a fantastic recognition of the excellent work we have been doing to support our clients in achieving their resilience goals – practically and cost-effectively.

"We pride ourselves on being a boutique consultancy that consistently punches above its weight. Our success is built on the dedication and expertise of our team, who bring not only deep technical knowledge but also energy, pragmatism and creativity to every engagement. Winning this award is a reflection of the incredible effort they put in every day to help organisations prepare for, respond to, and thrive through disruption.

"We are also enormously grateful to our clients, whose trust and collaboration make our work possible. Many of them are global leaders in their sectors, and it is a privilege to help them build resilience in such complex and fast-changing environments.

"Looking ahead, this recognition inspires us to keep growing and developing our offering. We are excited to continue innovating, exploring new ways to adapt to changing threat dynamics, integrate new technologies into resilience programmes, better reflect corporations' evolving strategies, and expanding the impact we can deliver for our clients in the years to come."

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Strategy**

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WINNER
**BUSINESS CONTINUITY
AWARDS 2025**
**BCM PLANNING SOFTWARE
OF THE YEAR**

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BCM Planning Software of the Year

WINNER: CLDigital



Ian Wilson, senior vice-president of GRC business development, EMEA, CLDigital, pictured with Colm O'Keeffe, global head of business resiliency, Barings, and awards host Andrew Ryan

The judges said: CLDigital's awareness and handling of scalability challenges adds significant value to its notable offering, making it a robust solution adaptable to a wide variety of organisational needs.

The entry: CLDigital's flagship solution, CLDigital 360, combines business continuity, disaster recovery and risk management into one automated, data-driven framework, moving organisations beyond basic compliance towards proactive resilience. Serving sectors including healthcare, finance and government, the platform evolves dynamically, with over 75% of its roadmap shaped by customer feedback and real-world needs. In 2024, CLDigital introduced Monte Carlo simulations to model complex risk scenarios, helping organisations better assess their tolerance for disruption. A new testing and exercising module streamlines recovery plan evaluations using real-time feedback. Reporting has been upgraded through CLDigital Reports, a user-friendly WYSIWYG tool for creating custom, multi-format, dynamic BCM documents with embedded visuals. CLDigital Signal improves crisis communication by linking mass notification systems directly to continuity plans, ensuring rapid, targeted messaging. CLDigital Flow automates data synchronisation across platforms,

integrates with threat intelligence, and triggers incident responses instantly, reducing manual resources, and keeping plans accurate in real time. Aligned with global BCM and resilience standards, CLDigital 360 delivers advanced dependency mapping, automated workflows and intelligent incident response. As a result, users report reduced recovery times, stronger compliance results and increased readiness.

"We're proud to be named BCM Planning Software of the Year," said Tejas Katwala, co-founder of CLDigital. "This recognition reflects our mission to evolve business continuity from a static requirement into a living, data-driven discipline that underpins enterprise-wide resilience.

"CLDigital 360 is built for what organisations need next. In a world where risk moves faster than governance and regulations like DORA demand not just documentation but demonstrable resilience, our platform delivers the clarity, adaptability and assurance required by today's enterprises. With a no-code foundation, organisations can modernise how they manage disruption, align continuity with performance, and shift from episodic planning to continuous assurance.

"Over the past year, we introduced AI-powered capabilities to accelerate decision-making across risk, continuity, and crisis operations. This year, we are advancing automation and launching enterprise-wide testing and simulation solutions that make resilience part of everyday operations. Looking ahead, we're expanding graph-based intelligence and real-time interdependency mapping across services, suppliers and systems. This win reflects the bold vision of our customers – those who refuse to treat resilience as a checkbox. The future of resilience is already in motion, and we're building it together."

cldigital.com



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Initiative of the Year

WINNER: Coca-Cola Europacific Partners



The business resilience team at Coca-Cola Europacific Partners; pictured with CIR's Megan Davies, and host Andrew Ryan

The judges said: Cross-functional and strategic, this initiative turned a local issue into a worldwide playbook. Despite geographic challenges, the programme has excelled through successful training and engagement.

The entry: Coca-Cola Europacific Partners 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 resilience team consists of a dedicated group of specialists across Europe and Australia.

In early 2024, Barcelona and Catalunya experienced severe drought, prompting local authorities to enforce water restrictions that threatened CCEP's production capabilities. While individual departments and sites had business continuity plans, the company identified a lack of a unified organisational response to such crises. To bridge this gap, CCEP's business resilience team developed a cross-functional Water Scarcity Response Handbook. This initiative involved stakeholders from across the health and safety, supply chain, HR, quality, public affairs, procurement and risk teams. The handbook underpins business continuity during water scarcity events, ensuring readiness and communication, and aligning response across departments.

The initiative resulted in improved organisational preparedness, heightened awareness of water risks, and set a strong example for future risk management projects. The handbook's rollout, starting in Iberia and Australia, demonstrated CCEP's integrated approach and commitment to addressing water scarcity, with positive implications both for the company and the wider community.

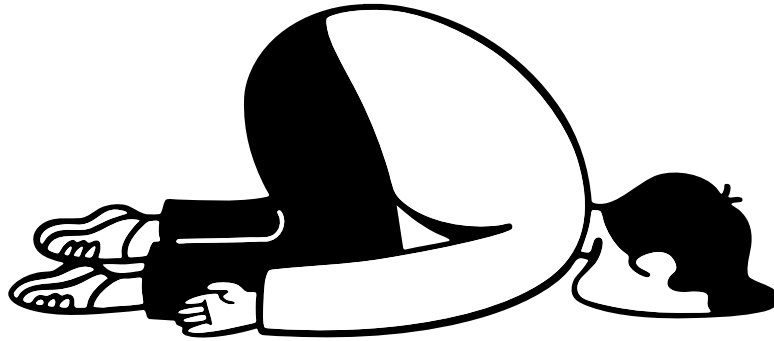
Commenting on the accolade, Wilco van Eijk, global director, business resilience at Coca-Cola Europacific Partners, said: "This award recognises the development of our Water Scarcity Response Handbook – an initiative that exemplifies the power of cross-functional collaboration in addressing one of CCEP's most critical strategic risks. Water is our most essential ingredient, and ensuring continuity in the face of scarcity is vital to both our operations and the communities we serve. In response to the severe drought in Catalunya in early 2024, our business resilience team led a rapid and coordinated effort involving enterprise risk management, public affairs, communications and sustainability, supply chain and many other functions. Together, we developed a comprehensive and actionable framework to guide our response to water scarcity events – ensuring alignment, preparedness and continuity across the business.

"Spearheaded by Marta Ventosa in Europe and Catt Tyree in our APS region, this initiative has strengthened our resilience, enhanced internal coordination, and is now being rolled out globally. It stands as a model for integrated risk response and resilience planning across CCEP.

"This recognition reflects the dedication of our teams and their ability to turn risk into resilience."

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Coca-Cola EUROPACIFIC
PARTNERS



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Specialist Technology Company of the Year

WINNER: ISMS.online



Pictured with their trophy are Sam Peters, chief product officer, ISMS.online, and Mike Garrett, customer support executive, ISMS.online.

The judges said: This entry demonstrated a clear understanding of customers' pain points, and a practical response to them – combining technical capability with customer support to make long-term compliance accessible and sustainable.

The entry: In its winning entry, ISMS.online outlined how it is tackling the complexity of information security compliance by combining technology, people and process. Its SaaS platform supports over 100 global frameworks, including ISO 27001, GDPR and SOC 2, and is designed to make compliance more manageable, particularly for mid-sized organisations and those scaling internationally.

ISMS.online reports a 100% success rate in helping customers achieve ISO 27001 certification via its Assured Results Method – an 11-step framework supported by pre-written policies, and the Virtual Coach, which offers practical guidance through videos and checklists. This level of embedded support, combined with a risk management engine, asset tracking tools and real-time dashboards, creates a clear and practical route through

compliance processes that are typically fragmented and manual. Its integration capability is another key differentiator. By plugging into tools including JIRA, AWS and Microsoft, the platform fits within existing workflows rather than forcing complex workarounds. Founded in 2005 and rooted in secure information sharing for UK police forces, the business now serves more than 45,000 users worldwide. ISMS.online also has a long-standing commitment to its own ISO 27001 certification, and its ability to adapt the platform to emerging standards like ISO 42001 for AI governance.

Commenting on receipt of the award, Chris Newton-Smith, ISMS.online CEO, said: "The ISMS.online team is dedicated to helping our customers achieve their compliance goals using an holistic approach that focuses on people, process and platform. Winning the Specialist Technology Company of the Year award at the official Business Continuity Awards is testament to the team's incredible commitment and the support of our loyal customers.

"It's also a reminder of the hard work that goes into achieving compliance with best practice standards and regulations like ISO 27001, GDPR, SOC 2 and more. Businesses across the globe contend with increasing regulatory scrutiny and evolving cyber threats. ISMS.online is proud to support our customers as they rise to this challenge and establish themselves as trustworthy, secure frontrunners in their respective sectors.

"Looking to the future, we're continuing to evolve the cutting-edge ISMS.online platform, with additional AI capabilities, new and improved features and additional standards. We're growing our bank of standard-specific content to support our customers as they streamline their compliance, scale their operations and unlock key competitive advantages that come with demonstrating robust compliance management."

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