

## **Sunrise ISO 22301 certified: well prepared to maintain telecom services in crisis situations**

- **Sunrise operates a business-continuity management system (BCMS) to identify outage risks early, prevent outages, continue business operations in crises and emergency situations, and provide customers with critical telecom services in the best way possible in any situation.**
- **Sunrise achieved ISO 22301 certification for its BCMS at the first attempt and is one of the few telecom-services providers among more than 300 in Switzerland to be certified to this standard. ISO 22301 is a premium standard with strict rules governing outage prevention, mitigation, response and restoration of business continuity.**
- **The Sunrise management systems have been awarded multiple certifications, including ISO certifications such as ISO 9001 (quality management), ISO 14001 (environmental management), 27001 (information security), and now ISO 22301 (business continuity). This means Sunrise guarantees the highest-possible quality and reliability of its services.**

«Telecom services are absolutely critical to society and businesses. That's why we consistently design our activities, processes, platforms, etc. to ensure that we can provide our services with the highest levels of quality and reliability at all times. The recent certification of our business-continuity management system reinforces this aspiration, and also covers exceptional situations and crises. This is one more reason why business customers also trust us as a partner for the delivery of business-critical solutions,» says André Krause, CEO of Sunrise.

The Sunrise business-continuity management system (BCMS) is designed to understand potential business-continuity outage risks, to prevent outages wherever possible, to be prepared for crises, emergencies, and exceptional situations, and to maintain business operations so that services can continue to be provided. This applies even in situations where, for example, damage to infrastructure and other outages are to be expected following natural disasters, pandemics, attacks and similar events.

With its BCMS, Sunrise defines the requirements for planning, structuring, implementing, monitoring and continuously optimising processes in all business areas and at all business levels. This holistic risk assessment ensures that employees are fully aware of the processes applicable in the event of a crisis so that they can be followed systematically. This minimises any significant disruption to telecom services and business activities in an emergency.

### **Maximum quality and reliability**

To offer customers maximum quality and reliability in telecom-service provision, Sunrise combines a number of ISO-compliant management systems. For example, the Sunrise quality-management system (ISO 9001 for Sunrise Business and NIS compliance), the information-security management system (ISO 27001 for information and data security), the environmental-management system (ISO 14001) and the business-continuity management system (ISO 22301) link seamlessly and work together to ensure that all of the company's processes and procedures are based on current standards and are aligned consistently to achieve the overarching goal. With these ISO certifications, Sunrise subjects itself to regular external audits of its entire infrastructure and operational processes across the whole company, including the interfaces with partners, suppliers and affiliated companies, that review compliance with ISO standards.

### **Sunrise**

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