



**CONTINUITY & RESILIENCE**  
FAILPROOF YOUR BUSINESS

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**Training, Certification, Assessment and Consulting,  
Competencies of**

**CORE Management Consulting  
CORE Integrated Management Systems Pvt. Ltd.**

**May 2016**

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CONTINUITY & RESILIENCE

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CONTINUITY & RESILIENCE

## SECTION 1: CONTINUITY AND RESILIENCE

Continuity and Resilience (CORE), provides services in the niche area of Business Continuity Management (BCM) Consulting, Implementation, Testing, Assessment, Assurance and Audit. Rather than straddle multiple domains such as Information Security, IT Service Management etc, we have chosen to be specialists in BCM and BCM only, even though our instructors hold certifications in many other associated domains. Our instructors have worked with professionals from India, Abu Dhabi, Dubai, Saudi Arabia, Bahrain, Oman, Lebanon, Iran and Mauritius. Our consultants and instructors have facilitated over 180 workshops/assignments and interacted with over 2000 professionals across the world.

Our mission is to promote and empower BC/DR practitioners with the appropriate skills and knowledge to help organizations strengthen their management systems and enhance operational resiliency in the business processes; thereby, helping to minimize the impact and losses due to disruptions and disasters.

At Continuity and Resilience, the approach is to utilize our collective experience of over 140 man-years in order to assist our clients to implement BCM more efficiently and effectively than they are likely to be able to do themselves. We have made our share of mistakes and learned from them, and over time, have developed better, smarter and faster ways of deploying BCM. By virtue of our exposure to industry best practices across various industries, geographies and organization cultures, we are able to utilize BCM best practices and define the most appropriate method of deployment to rapidly and effectively implement a reliable and robust BCM framework for our clients.

And since in today's world time is money, time saved automatically translates into money saved. BCM being a specialized activity, smart organizations choose to save money by outsourcing either the whole or parts of their BCM initiative to CORE. Continuity and Resilience is committed to helping BCM and DR practitioners raise the professional standards and competency levels.

Continuity and Resilience (CORE) represents the UK-based Business Continuity Institute ([www.thebci.org](http://www.thebci.org)), which is a global leader in training and certifications in the domain of Business Continuity. The BCI is truly a global BCM institute, with over 8000+ members across more than 100 countries. The slogan of the BCI is "Promoting the art and science of Business Continuity Worldwide", and this is truly what it encourages.

Established over 15 years ago, the BCI now offers 6 levels of membership ranging from the FBCI to the ABCI, Affiliate and Student Memberships – something for all. Given the benefits and member resources that BCI offers, there is a membership charge, which is well compensated by the benefits of BCI membership – which we can provide to you on request.

Continuity and Resilience differentiates itself by having a pool of instructors who are highly regarded BC and DR professionals. We offer a full range of quality BC and IT DR services, covering assessment, training, certification, consulting, assurance and improvement. In less than three years, we have trained / certified more than 2000 professionals from over 20 countries. They come from over 590 companies in industries ranging from Technology (IT), Telecom, Banking & Finance, Oil & Gas, Healthcare, Utilities, Manufacturing, Government, Real Estate, and Insurance etc.



CONTINUITY & RESILIENCE

## Annexure A: BCI Letter of Authorized Training Partnership to Continuity and Resilience



10-11 Southview Park, Marsack Street,  
Caversham, Berkshire, RG4 5AF, UK  
T: +44 (0) 118 947 8215 | F: +44 (0) 118 947 6237  
E: [bci@thebci.org](mailto:bci@thebci.org) | [www.thebci.org](http://www.thebci.org)

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14<sup>th</sup> May 2013

To whom it may concern

### BCI Licenced Training Partner

This letter is to confirm that that Continuity and Resilience (CORE) has been a global Training Partner of the BCI since 2011.

In the United Arab Emirates they operate as a division of CORE MANAGEMENT CONSULTING.

Any questions regarding CORE, CORE MANAGEMENT CONSULTING or BCI Training or certification may be addressed to me at [lorraine.darke@thebci.org](mailto:lorraine.darke@thebci.org) and I would be pleased to answer.

Yours sincerely

Lorraine Darke  
Executive Director, BCI

UK VAT no. 918 4452 09 | Registration no. 03320173

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CONTINUITY & RESILIENCE

## Annexure B: Sample Instructor Profiles

### Instructor Profile 1



## Dhiraj Lal

FBCS, MBCI, CBCP, CISA, ISO 22301 Lead Auditor and Technical Expert, ISO31000, ISO27001, BCI, BCS and IRCA approved facilitator



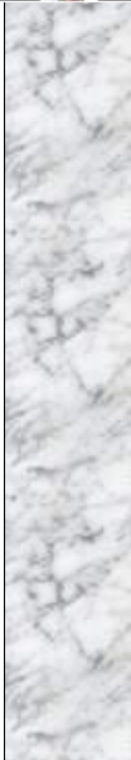
CONTINUITY & RESILIENCE



Dhiraj Lal is Executive Director and Principal Consultant of Continuity and Resilience (CORE). He is Asia's first BSI appointed Technical Expert for BS25999/ISO 22301, and is also an assessor for ISO22301 certification. He teaches the advanced level certification workshops in BCM and BS25999 / ISO 22301, and also consults in implementation of ISO 22301/ISO27001/ISO31000. He has also been invited by the British Standards Institute to participate in the audits of 2 of the first 10 organizations in the world to be awarded the BCM certification. He has been invited to present papers and run workshops/simulation exercises at conferences organized by DRI International US, BCI UK, Middle East BCM Conference, ISACA, itSMF UK, IQPC, Middle East BCM Summit, Oman BCM and Crisis Forum, Middle East Crisis and Disaster Management Conference, and others. He has been interviewed on Emirates Business News, Dubai, CNBC Arabia, Dubai 24/7 and also in other countries such as Mauritius etc.

Mr. Lal has worked previously for Agilent Technologies Limited, an organization promoted by HP. He was also earlier the Senior Vice President and Practice Head for IT Service Excellence and Business Continuity/Disaster Recovery with a reputed Consulting organization. Prior to this, Mr. Lal worked as the Director for Business Continuity Planning and Global Process Integrity at the American Express Financial Centre; one of the first organizations to offer Back Office Processing services for its US Operations. It was while Mr. Lal headed the function that American Express was awarded the ISO 9001 certification for its Business Continuity program. Before this, Mr. Lal spent 10 years with Citibank NA (where he was last Regional Head of Audit and Risk Review), and 5 years with Standard Chartered Bank in the Middle East.

Mr. Lal is a contributing author to the "The Definitive Handbook of Business Continuity Planning", which is one of the most respected encyclopaedia on BCM. His BCM views have been sought by Dubai One TV Emirates 24/7, and he has also been covered by other media such as Mauritius TV, Tech Talk etc. Mr. Lal is a Post Graduate in Management and holds a Bachelors degree in Chemical Engineering. He has also been an approved instructor for and run workshops and on behalf of the Disaster Recovery Institute in Asia, ICOR USA, Intertek, BSI Middle East and India, and has regularly consulted in BCM and IT DR implementation in the Middle East, India and overseas.





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## Instructor Profile 2

### **S. SESHADRI**

Head, Consulting Practice, CORE

**FBCS, MBCI, CBCP, CRISC, M.Sc., CAIIB  
LA – ISO 22301/ISO 27001/ISO 20000/ISO 9001**



CONTINUITY & RESILIENCE

Mr. S. Seshadri has work experience that spans about 41 years, in the domains of BCM, IT and Banking & Financial Services. He was one of the pioneers in the IT Division of Canara Bank from 1984 till 1994 (post his career in banking for about 10 years from 1975), heading their Main Frame Operations and Data Center. He worked for 3 years with Bank Muscat as IT Head of the Bank's Indian Operations. He has the unique advantage of having extensive exposure to financial industry and IT/ITSCM/BCM domains, and also the technical details.

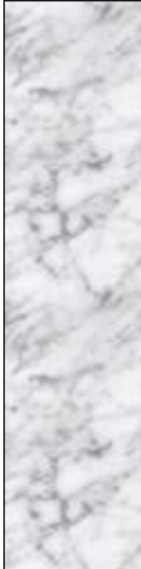
Mr. Seshadri has been engaged in full-time consulting and training for over 15 years now, and has delivered in India and overseas a number of assignments and large implementations for organizations of size 50,000 employees and above. In the area of Business Continuity and IT Disaster Recovery, he has a rich experience of over 12 years, having assisted organizations to implement BCM/IT DR, and has also conducted Gap Assessments relating to BS25999/ISO 22301 framework. He has project managed/delivered at least 12 full lifecycle BCM projects in BS 25999/ISO 22301, in India and the middle-east. He has helped our clients achieve ISO 22301 Certification.

Mr. Seshadri is a BCI, UK approved Instructor for their GPG 2013 5 day workshop leading to CBCI/MBCI certification for individuals. He has trained over 500 professionals in implementing BCM/IT DR through our workshops, getting inspiring feedback consistently.

Mr. Seshadri has developed our 3-day IT Disaster Recovery workshop and has successfully delivered over 25 workshops in India and the Middle East. This workshop has been very well appreciated by IT companies and professionals as well. He is also an established and sought after trainer in Risk Management and Crisis Management. He has delivered IT Risk & IT DR consulting to our clients, helping them build a resilient IT for these customers.

Mr. Seshadri has participated in several BCM conferences and spoken on various emerging aspects of BCM, IT Disaster Recovery, and Risk Management. He has worked on enterprise projects relating to IT Risk, IT Service Management (ISO 20000) and Information Security (ISO 27001). Apart from participating in the delivery of complex projects, he has assisted quite a few companies in terms of re-positioning their products and services, as part of his Management Consulting.

Mr. Seshadri is a post graduate in Mathematics from St. Joseph's College, Trichy (erstwhile Madras University). He is a Certified Associate of Indian Institute of Bankers. He is formally trained in ITIL Foundation. His BCM/ IT certifications are given as part of this profile, below his name.





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## Instructor Profile 3



### Daman Dev Sood

FBCS, AFBCI, SMIEEEE, MAIMA, ISO 22301 LA & Expert

IEEE Ambassador

Author: Green IT Maturity Model

COO & Head - Sustainability Practice



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As BCI's **Merit Award (Global) Winner 2012, Business Continuity Manager of the Year** in BCI's C&R Awards India 2009, **Finalist** in Parivartan Sustainability Leadership Awards 2014, and with over 30 years' experience in the Industry, Daman is currently the **COO and Head – Sustainability Practice at Continuity and Resilience**. He has earlier worked with Steria as Head Business Continuity Management (UK, India) & Head Green Activities (India). Initially he worked with TCS for over 20 years in various roles and positions. He has rich experience in Environmental Sustainability, Business Continuity Management, Business Excellence and Consulting (BCM, Green IT, Quality/ Process/ Malcolm Baldrige). He is a Technical Expert & Lead Auditor for ISO 22301 (Business Continuity Management System). He is also an Energy Management Expert (ISO 50001). Daman is Accredited Tutor for BCS "Foundation Certificate in Green IT" course. He is a BCI Approved Instructor and a member of the BCI's Speakers Bureau.

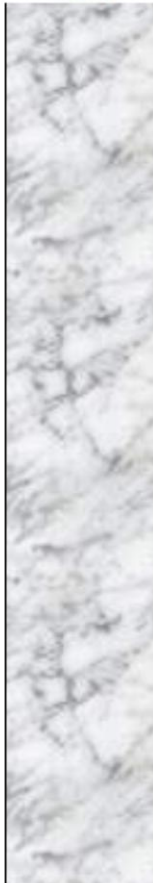
Daman is **IEEE Ambassador, Fellow of the BCS** (British Computer Society), Associate Fellow of the BCI (Business Continuity Institute), Senior Member of IEEE (Institute of Electrical and Electronics Engineers) and Chair Computer Society Chapter of IEEE Delhi Section. He is member of AIMA (All India Management Association) and Member of DMA (Delhi Management Association). He is Life Member of the CSI (Computer Society of India).

Daman has traveled to or worked in Scotland, England, Netherlands, France, Zambia, USA, Indonesia, Spain, Egypt, UAE, Oman, Iran, Mauritius, Sri Lanka, Qatar, Saudi Arabia and Singapore. He possesses excellent mix of experience of a practitioner, trainer and consultant. He has served clients in various industries and sectors like IT/ IT-eS, Banking, Finance, Insurance, Retail, Manufacturing, Automobile, Pharma, Real Estate, Marine, Trading, Government, PSU, Telecom, Aviation, Energy/ Oil & Gas, Marine etc.

He has delivered over 400 talks/ workshops in national and international events. Daman is also a motivational speaker and has conducted over 30 sessions of Possibility Thinking workshop in TCS, Xansa, Cambridge School, Institute of Vocational Training, Udayan Care NGO, and Arya Kanya Sadan – where over 1000 people have benefited and have provided excellent feedback. He has been on panel at various TV shows/ conferences/ seminars around Green/ BCM.

Daman is currently member of the ASSOCHAM National Council on Climate Change and ASSOCHAM National Council on Environment & Safety. He has experience of working with CII (Confederation of Indian Industry) for over three years as the Convener of the CSR Taskpanel working on Communities and Disasters.

Daman has the experience of convening/ coordinating/ advising national/ international conferences/ workshops.





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## Instructor Profile 4

### Dr. Lalit Gupta

MBA in e-Business (Canada), PhD-Information Security (USA),  
CISSP, CISA, CISM, C-CISO, CRISC, CHFI, BCCE,  
Lead Auditor (ISMS, BCMS, SMS)



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20+ Years of total experience in Delivering Business Value and Optimal solution, resulting in High growth environments across all Business sectors and verticals like Govt. undertakings and defence agencies, Banking Finance and Insurance, IT/ITES, pharmaceutical, manufacturing, Oil & Gas, Telecom in Asia Pacific, Europe and Middle East regions associated with **CORE** as **Senior Consultant**.

Technically sophisticated and business savvy versatile leader, articulated communicator and SME in the domains of Risk Management, Business Continuity Management, DR, Corporate Security, Information Security, ISO27001, ISO22301, ISO20000, investigations and audits, Cyber Laws, consulting and advisory, Compliance and Governance, PCI-DSS, ITIL/ITSM/ITRM, CoBIT, NIST and Data Protection Act.

Well experienced trainer for CISSP, CISA, CISM, CRISC, CEH, CHFI, ISO27001, ITIL, PCI and ISO22301 in Asia Pacific and Middle East (Trainer to UAE Federal Govt. teams and Indian Defence Teams)

#### Academic Credentials

PhD (Information Security) from USA  
MBA (e-Business) from Canada  
Graduation from India

#### Professional Accreditations

Lead Auditor (ISMS, BCMS, SMS)  
C-CISO (Certified Chief Information Security Officer)  
CRISC (Certified in Risk and Information Systems Control)  
CISA (Certified Information Systems Auditor)  
ITIL v# Foundation Examination qualified  
ISO27001 LA trained  
CISM (Certified Information Security Manager)  
BCCE (Business Continuity Certified Expert)  
CHFI (Computer Hacking and Forensics Investigator)  
CISSP (Certified Information Systems Security Professional)







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## Instructor Profile 5

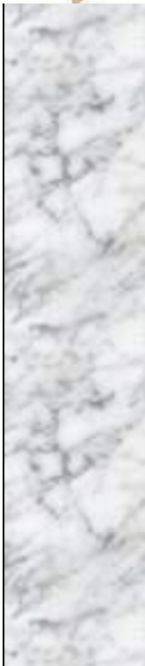


### VINOD MENON

Senior Consultant



CONTINUITY & RESILIENCE



**VERSATILE LEADER** in Information Security, Risk Management, Business Continuity & Disaster Recovery, Audit & Compliance, Strategic Policy Formulation, Implementation & Maintenance, working with **CORE** as **Senior Consultant** .

Proactive decision maker and **subject matter expert** in domains of Business process Management, Information Security, Risk Management, Business Continuity Management executing projects & programs in challenging business environments demanding high standards of quality and precision.

**Results oriented, Risk Management Professional**, with cross-functional experience across Business process Management, Business Continuity Management, Information Security proposition development, consulting and implementation, offering rich exposure to Information Security Solutions' architecture and delivery, audits & advisory, Risk Management, BCP / DR.

**Possessing valuable insights, keen analysis** and team approach to develop & implement best practices, adept at working in high pressure environments with strict deadlines and multiple deliverables.

**Technically sophisticated and business savvy** professional with continued career progression and documented history of bridging Technical and Commercial expertise in managing practices for conducting security risk assessment, risk management, BIA, VA, Security audits and developing & implementing security solutions, defining & implementing security policies/processes and strategies.

**An out of the box thinker with a unique blend** of Qualitative & Technical capability in the areas of: Risk Management, Corporate Security, Information Security, Business Continuity Management, DR, ISO27001, ISO22301, & audits,



Annexure C: Sample Feedback Forms



The BCI Good Practice Guidelines Training Course

May 2015

EVALUATION FORM

Name ALEXANDER JAMES MACKENZIE-CAMERON
Job title HEAD OF MAINTENANCE, COOLING WATER

General appraisal of the meeting facilities, materials and organization

Poor 1 2 3 4 5 6 Excellent

Comments ADEQUATE, AND VENUE MET REQUIREMENTS. REFRESHMENTS WERE ADEQUATE (COFFEE MACHINE NOISY, SNACKS MINIMAL ON DAY 2). MATERIALS + ORGANISATION WERE GOOD.

Overall, how well did the class content fulfil your expectations?

Not at all 1 2 3 4 5 6 Exceeded

Comments

How well did the instructor meet your expectations?

Not at all 1 2 3 4 5 6 Exceeded

Comments

Which aspects of the class did you consider MOST effective and of value to you?

ALL ASPECTS HIGHLY INFORMATIVE, AND DISCUSSIONS WERE THOUGHT-PROVOKING.

Which aspects of the class did you consider to be of LEAST benefit to you?

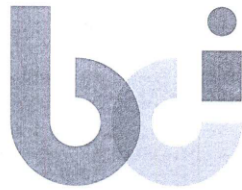
Summarize your overall experience of the class?

EXCELLENT TRAINING IN THE TIME AVAILABLE.

THANK YOU



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Business Continuity Institute

# The BCI Good Practice Guidelines Training Course

May 2015

## EVALUATION FORM

Name VINOD KAMBRAM

Job title PHO MANAGER

General appraisal of the meeting facilities, materials and organization

Poor 1 2 3 (4) 5 6 Excellent

Comments \_\_\_\_\_

Overall, how well did the class content fulfil your expectations?

Not at all 1 2 3 (4) 5 6 Exceeded

Comments Incorporating couple of exercises would be valuable.

How well did the instructor meet your expectations?

Not at all 1 2 3 4 5 (6) Exceeded ✓

Comments Very knowledgeable and articulate. Delivered well.

Which aspects of the class did you consider MOST effective and of value to you?

\_\_\_\_\_

Which aspects of the class did you consider to be of LEAST benefit to you?

\_\_\_\_\_

Summarize your overall experience of the class?

Overall a good concise course for a senior management personnel to gain knowledge on BCM and its concepts.

THANK YOU



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# The BCI Good Practice Guidelines Training Course

May 2015

## EVALUATION FORM

Name Ahmed Yehia Sherif  
Job title IT Performance Manager

General appraisal of the meeting facilities, materials and organization

Poor 1 2 3 4 5 6 Excellent  
Comments material is good reference

Overall, how well did the class content fulfil your expectations?

Not at all 1 2 3 4 5 6 Exceeded  
Comments I would like to enroll in 5 days instead of 1 week course to be ready to have the exam due to shut Network

How well did the instructor meet your expectations?

Not at all 1 2 3 4 5 6 Exceeded  
Comments has wide experience in planning BC

Which aspects of the class did you consider MOST effective and of value to you?

Analysis & Program Mgmt

Which aspects of the class did you consider to be of LEAST benefit to you?

Summarize your overall experience of the class?

I believe everyone should attend

THANK YOU



## **Annexure D: Customer Training Testimonials**

“Possibly the best training I have attended in my life” – **Etisalat**

“Their strength is their knowledgeable consultants who have a rich repository of experience in dealing with financial institutions. They have completed the assignment in a highly effective and timely manner”- **State Bank of India**

“The recap session was the key point for me to complete the exam successfully” - **CSS Corporation**

“The auditors specially complimented our team for its level of understanding, and this is again thanks to all of you for training us”- **RR Donnelley**

“Effective communication and insights” - **Accenture**

“Excellent Knowledge and experience sharing” – **Bank Muscat**

“Clear, correlative and very useful and helpful” – **The Centennial Fund (TCF)** – 1<sup>st</sup> company in KSA to be BS25999 certified.

“A very valuable experience. Thank you so much”- **Qatar Petroleum**

“A wonderful platform to get an in depth view on BC and its components” – **Bank America**

“Masters at BCM –everything I know is thanks to them.” – **British Telecom**

“Clearly, we are dealing with BCM Specialists here. Their understanding of the BCM domain is unparalleled” – **HSBC**

“Great skills & Subject Knowledge. Ensured our involvement throughout the engagement.... excellent delivery.  
The program was well paced the examples given were excellent.” - **HP**

“Excellent.... great depth of BCM experience.” - **KPMG**

“A wonderful experience ...I personally enjoyed every moment of the course” - **IBM**

“Content was up to date and pertains to real life scenarios. Lecturer was very friendly and excellent in delivery of training” - **State Bank of Mauritius**

“Knowledgeable. Good material and videos” - **ADCO**

“Clarified all conceptual doubts with ease and full satisfaction” - **Deutsche Bank**

“Really experienced.... could back their suggestions with live examples” – **DHL**

“The trainers are very Knowledgeable/Professionals” – **Department of Public Prosecution, Dubai**

“Interesting. A good engagement by company senior management!” - **Canon**



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“Probably one of the top most professionals in the space of BCP worldwide” - **PwC**

“One of the best speakers I have met” - **Central Bank of Bahrain**

“Training was excellent. It was detailed and all the queries were answered” - **Doha Bank**

“The faculty had excellent communication skills, was an asset and was a good idea presenter” – **Tata Motors**

“Very good contents. Made the experience very interesting with real-life examples”- **Air Mauritius**

“The Speaker was clear and interesting” - **Jeddah Municipality**

“From being theoretical, it became very interesting and real, with live examples given – better than expected” - **Bank Al Jazira**

“Excellent course, well conducted. Exercises were valuable and the trainer’s practical experience was evident”- **Mobinil**

“An awesome learning experience”- **Kotak Mahindra Bank**

“Masters at their subject – everything I know is thanks to them” - **British Telecom**

“Well structured” - **Franklin Templeton**

“Ideally designed to bring the participant to speed. A perfect balance” - **Export Credit Guarantee Corporation**

“The training was good. The tutor cares for delegates’ understanding” - **National Iran Oil Company**

“This had content that can enable me to roll my sleeves up and get started instantly” - **CMC**

“Good course content along with an able and experienced facilitator with loads of live examples, discussions and brainstorming” - **Infosys**

“An excellent instructor who has in-depth knowledge... I really feel that I have learnt a lot that can be implemented in my organization” - **ATOS Origin**

“Great insights into the concepts of Business Continuity”- **BMI Bank**

“Very good examples and case studies. Effective and efficient information”-**United Gulf Bank**

“The trainers are very Knowledgeable/Professionals” – **Department of Public Prosecution, Dubai**



**Annexure E: Public Workshops On Offer:**

URL: <http://www.continuityandresilience.com/workshops.html>

Screenshot:

10-Jan-16	11-Jan-16	Dubai	2 Days	Specialist (ISO 31000) Workshop	Risk Management	Kush Srivastav
10-Jan-16	12-Jan-16	Dubai	3 Days	Certified IT Disaster Recovery Specialist Workshop	IT Disaster Recovery	S Seshadri
10-Jan-16	12-Jan-16	Dubai	3 Days	Certified Crisis Management Specialist (BS11200:2014) Workshop	Crisis Management	Kush Srivastav
10-Jan-16	14-Jan-16	Kuwait	5 Days	The BCI Good Practice Guidelines Training Course (CBCI)	Business Continuity Management	Kush Srivastav
10-Jan-16	14-Jan-16	Oman	5 Days	The BCI Good Practice Guidelines Training Course (CBCI)	Business Continuity Management	Hatim Bilal
12-Jan-16	14-Jan-16	Dubai	3 Days	BCS Foundation Certificate in Business Analysis	Strategic Management	Daman Dev Sood
14-Jan-16	16-Jan-16	Mumbai	3 Days	Good Practice Guidelines Training Course (CBCI) - Accelerated	Business Continuity Management	Zubair Ahmed
17-Jan-16	19-Jan-16	Dubai	3 Days	BCS Foundation Certificate in Green IT	Green IT	Daman Dev Sood
17-Jan-16	21-Jan-16	Bahrain	5 Days	ISO 22301 Lead Implementer Workshop	Business Continuity Management	Daman Dev Sood
17-Jan-16	18-Jan-16	Qatar	2 Days	The BCI Crisis and Incident Management Course	Crisis Management	Kush Srivastav
17-Jan-16	19-Jan-16	Oman	3 Days	Certified IT Disaster Recovery Specialist Workshop	IT Disaster Recovery	Hatim Bilal
18-Jan-16	19-Jan-16	NCR	2 Days	BCM Young Professional Workshop	Business Continuity Management	Daman Dev Sood
18-Jan-16	21-Jan-16	Mumbai	4 Days	Certified Information Security Auditor (CISA)	Information Security	Lalit Gupta
19-Jan-16	19-Jan-16	Qatar	1 Day	Crisis Management and Disaster Simulation for Top Management	Crisis Management	Kush Srivastav
20-Jan-16	21-Jan-16	Riyadh	2 Days	Certified Risk Management Specialist (ISO 31000)	Risk Management	S Seshadri

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## Annexure F: Customer Consulting Testimonials



भारतीय रिज़र्व बैंक  
**Reserve Bank of India**  
India's Central Bank

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### TENDERS AWARDED

Tender number	
Date of publication of NIT	Jan 18, 2016
Nature of work	Consultant for implementation of Business Continuity Management (BCM) Programme in Reserve Bank of India
Mode of tender enquiry	designated e-mail id's
Type of bidding (single/two bid system)	Two bidding system
Last date of receipt of tender	Feb 12, 2016
Number of tenders received	6 (Six)
Nos. and names of parties qualified after technical evaluation	5 (five) 1. M/s. Ernst & Young LLP (EY) 2. M/s. Protiviti 3. M/s KPMG 4. M/s Continuity & Resilience 5. M/s PriceWaterhouseCoopers Pvt. Ltd.
Nos. and names of parties not qualified after technical evaluation	0 (None)
Commercial Bid Ranking, if any	L1-M/s. Ernst & Young LLP (EY) L2-M/s Continuity & Resilience L3-M/s. Protiviti L4-M/s PriceWaterhouseCoopers Pvt. Ltd. L5-M/s KPMG
Final Ranking, if any	1. M/s Continuity & Resilience (CORE) 2. M/s. Ernst & Young LLP (EY) 3. M/s. Protiviti 4. M/s PriceWaterhouseCoopers Pvt. Ltd. 5. M/s KPMG
Whether contract awarded to lowest tenderer/evaluated L1	Contract awarded to highest scorer after assigning weightage in a ratio of 60:40 to the marks obtained in technical and commercial bids evaluation
Contract number and date	
Name of contractor	M/s Continuity & Resilience, ₹ 41,20,000/-, duration and summary (as per contract)
Value of contract	₹ 41,20,000
Scheduled date of completion of supplies	
Actual date of start of work	Apr 04, 2016
Actual date of completion of work	
Reasons for delay, if any	





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**From:** Arghajit Adhicary **On Behalf Of** ABS BusinessContinuityManagement  
**Sent:** Tuesday, September 23, 2014 12:14 PM  
**To:** 'seshadri@continuityandresilience.com'; 'Dilip'  
**Cc:** Appurva Bhatia; Ramya Keshavan; Kapil Chhabria; ABS BusinessContinuityManagement;  
[dhiraj@continuityandresilience.com](mailto:dhiraj@continuityandresilience.com); Arghajit Adhicary  
**Subject:** FINAL STATUS: Payment received by CORE  
**Importance:** High

Hi Mr. Seshadri,

"We're pleased to inform that the engagement is now finally completed with the last invoice processed.

It has been an extremely engaging and valuable relationship over the past one year or more. On behalf of AXA Business Services would like to thank you, your team and CORE for a thorough and extensive exercise which has helped us to identify the improvement areas and implement a robust BCM framework. This shall also pave the way for a more resilient AXA BS BCM model going forward."

Thank you.

Regards,

Arghajit Adhicary

Direct Line: +91 (0)80 4183 0000

Bangalore Ext.: 32916; Pune Ext. 79920

Phone: +91 9591990891/8105683748

AXA Business Services Pvt Ltd



## CONTINUITY & RESILIENCE



صندوق أبوظبي للتنمية  
ABU DHABI FUND FOR DEVELOPMENT

Support Services Department

Ref. | 497

Date | 04/04/2013

**Kush Srivastava**  
**General Manager**  
**Abu Dhabi**  
**CORE MANAGEMENT CONSULTING COMPANY**

**Subject | To Whomsoever it may concern**

This is with reference to the BCM consultancy services delivered by Core Management Consulting, Abu Dhabi. Core was engaged in October, 2012 to implement Business Continuity Management System for ADFD and frame BCM policy and processes for our organization. They have completed the project by mid-March'2013, very much as per our agreed project plan and schedule.

We are happy to place on record that the project has been delivered to our utmost satisfaction. Principal Consultant Kush Srivastava, a highly competent and knowledgeable professional with vast experience in BCM domain and ably led us through each stage of the BCMS life cycle and created appropriate and comprehensive Business Continuity documents as well as the BCMS framework for our group of companies. We appreciate and commend their methodology of work, ability to explain any stand that they took in the course of the project, adherence to committed project timelines, approachability and availability, communication & inter-personal relationship, concern for the client and professionalism. We at ADFD believe that we have achieved the desired objective of this project.

Based on our excellent and delightful experience with Core, we have no hesitation in recommending the BCM consulting/training and other services of Core to any organization.

Yours Sincerely,

**Salem Saeedan AlRashedi**  
**Support Services Department Director**

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ADFD

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TO WHOMSOEVER IT MAY CONCERN

Sub: Reference letter for BCM (ISO 22301) Consulting Assignment

This is to confirm that Continuity and Resilience (CORE) , division of CORE Management Consulting, have provided BCM (ISO 22301) Consulting Assignment to eHDF.

Our mandate to them was to assist us in one of the project lifecycles in the BCM domain, in line with ISO 22301.

CORE has helped us in successfully achieving the project objectives. They have closed the assignment within the agreed time and effort.

Based on our experience with CORE, I would be happy to work together with them again on new projects. Also, I would have no hesitation in recommending other organisations to use the services of CORE in the BCM domain.

Regards,

Suresh Nair

Information Security & Compliance Manager

Direct: +971 4 360 2311

Mobile: +971 55 4092054

Email: [suresh.nair@ehdf.com](mailto:suresh.nair@ehdf.com)





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04<sup>th</sup> May, 2015

TO WHOMSOEVER IT MAY CONCERN

Sub: Reference letter for BCM (ISO 22301 Certification) Consulting Assignment

This is to confirm that Continuity and Resilience (CORE) [www.continuityandresilience.com](http://www.continuityandresilience.com), division of CORE Management Consulting, have provided BCM (ISO 22301 Certification) consulting services to TECOM Investments.

The Principal Consultant for the assignment was Mr. Daman Dev Sood.

We had commissioned CORE to assist us in implementing a robust Business Continuity Management System (BCMS) and ISO 22301 certification. CORE helped us in successfully achieving ISO 22301 certification. They completed the assignment within the agreed time and effort.

Based on our experience with CORE, I would be happy to work together with them again on new projects. Also, I would have no hesitation in recommending other organisations to use the services of CORE in the BCM domain.

Warm Regards

**Hussain Ali**

Executive Director Business Excellence



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**NOOR  
BANK**

28 September 2014

To whomsoever it may concern

This is with reference to the BCM (Business Continuity Management) consultancy services delivered by Core Management Consulting, Abu Dhabi.

Core Management Consulting was engaged in November, 2013, to review and strengthen/create the Business Continuity Management System (BCMS) for Noor Bank and frame the necessary policy and processes for our organisation.

The project was delivered to our satisfaction. Principal Consultant Kush Srivastava, a highly competent and knowledgeable professional with vast experience in BCM, ably led us through each stage of the BCMS life cycle and assisted in creating appropriate and comprehensive Business Continuity documents, as well as the BCMS framework for the bank.

We appreciate and commend the methodology of Core Management Consulting's work, ability to explain any recommendation they made during the course of the project, adherence to committed timelines, their approachability and availability, communication and inter-personal relationships.

We believe that we have achieved the desired objective of this project.

Based on our excellent experience with Core Management Consulting, we have no hesitation in recommending its BCM consulting/training and other services to your organisation.

Yours faithfully,

Prashant Nair

Head of Governance & Operational Risk.

Noor Bank



CONTINUITY & RESILIENCE

**D.Lal**

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**From:** Khalifa Al Jowder [kjowder@cbb.gov.bh]  
**Sent:** Thursday, February 24, 2011 10:44 AM  
**To:** dhiraj@continuityandresilience.com; dhiraj@bcm-institute.org  
**Cc:** Khalifa Y. Al-Jowder  
**Subject:** FW: Lal Contact

Greetings Mr. Dhiraj,

As noted below by my colleague Mr. Tariq Al Alawi, I am writing to you to explore ways to start cooperation between yourself and ISACA Bahrain Chapter as I am the president of the Chapter. Our next topic on our evening talks is BCM which is planned for March.

In addition, we are planning for our first annual conference during October 2011 and we are looking for speakers in the main conference and workshop leaders.

You can contact me on my personal email as copied in the cc, and call on my mobile +973 39640333.

**Khalifa Al-Jowder**  
**Director, Accounts**  
**Central Bank of Bahrain**  
**Tel: +973 17 54 7308**  
**Fax:+973 17 531930**

---

**From:** Tariq A.Ghaffar Al Alawi  
**Sent:** Sunday, February 13, 2011 1:54 PM  
**To:** Khalifa Al Jowder  
**Subject:** Lal Contact

Dear Khalifa,

Please find below the contact of Mr. Lal

By the way he is one of the best speaker I met.

Regards

Mr. Dhiraj Lal  
BCCE, BS25999 Technical Expert, Assessor and Lead Auditor, CBCP, CISA, ITIL  
Country Manager  
Business Continuity Management Institute  
Level 15, Eros Corporate Towers, Nehru Place, New Delhi 110019  
L +91 (11) 4223-5338 | 7 +91 (11) 4223-5339 | ☎+91 9910110240  
[dhiraj@continuityandresilience.com](mailto:dhiraj@continuityandresilience.com)  
+ [dhiraj@bcm-institute.org](mailto:dhiraj@bcm-institute.org) | [www.bcm-institute.org](http://www.bcm-institute.org) | [www.continuityandresilience.com](http://www.continuityandresilience.com)



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## صندوق المئوية THE CENTENNIAL FUND



تأسس بموجب الأمر السامي الكريم رقم أ/١٩٠ بتاريخ ١٥/٢٠/١٤٢٥ هـ  
Founded by Royal Decree number A/190, on 8 July 2004

July 30, 2009

Sub: Reference letter for BCM Consultancy delivered

### To Whomsoever It May Concern

This is to confirm that BCM Institute (“BCMI– [www.bcm-institute.org](http://www.bcm-institute.org)”) has performed a BCM Consulting assignment for us. The consulting division of BCMI India is called Continuity and Resilience.

We engaged BCMI to perform for us the entire BCM Implementation, and to handhold us till certification against the BS25999-2:2007 standard, which BCMI did very successfully. Thanks to the efforts of BCMI, we have been recommended for BS25999 certification, and are in the top 60 companies in the world to be certified against this new standard – which we are very proud of.

We have been extremely satisfied with the consulting services provided to us by BCMI India. We found their consultants to be very competent, certified in BCM, and possessing good skills in terms of project management, inter-personal relations and communication – all essential to good BCM implementation. We found the BCMI project implementation approach and methodology to be very effective, and we really liked the sense of ownership and commitments that we saw in their consultants. In our opinion, BCMI have a good sense of professionalism and ethics.

Based on our experience, we have no objections to recommend the services of BCM Institute (or its consulting division Continuity and Resilience) towards putting in place a robust BCM program.

Warm Regards

Khalid Al-Barazi  
Manager Planning and Business Continuity  
The Centennial Fund

30/7  
2009



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## Annexure G: NCEMA Recognition of CORE Personnel







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### Annexure H: ISO 22301 Certificate for CORE Backend Operations



**BUREAU VERITAS**  
Certification

**CORE INTEGRATED MANAGEMENT SYSTEMS PVT. LTD.**



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F-42A, Ground Floor, Opp. D Block, Saket, MB Road,  
Saidulajab, New Delhi, 110030, India.

*Bureau Veritas Certification certify that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standard detailed below*

*Standard*

**ISO 22301:2012**

*Scope of certification*

**The Business Continuity Management System (BCMS) of Continuity and Resilience, a division of CORE Integrated Management Systems Private Limited, as applied to the Key Products and Services of Training, Consulting, Auditing and Assessment**

Certification cycle start date: **15 November 2015**  
 Subject to the continued satisfactory operation of the organisation's Management System, this certificate expires on: **14 November 2018**  
 Original certification date: **15 November 2012**

Certificate No. **IND15.0685**    Version: **1**    Revision date **08 November 2015**



Certification Authority  
Rafiq MAMUD  
General Manager, TECHNICAL (CERT.)  
South Asia Region

Local office: "Manwan Centre" 6th Floor, Anshachi Manwan Marg,  
Opp. Area Industrial Estate, Off. Old Water Road.



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## **Annexure I: NOTICE – Limitation of Liability**

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