Navigating Turbulence: The Challenges of Achieving ISO 22301 BCMS Certification in an ANSP



Richie Herrington – BCMS - Dubai Air Navigation Services

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"Future generations will be living in a world that is very different from that to which we are accustomed. It is essential that we prepare ourselves and our children for that new world."



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Why are ANSPs different when it comes to BCMS?

- 24/7 operations with no acceptable downtime
- Strict governance with oversight from regulatory bodies
- Safety always takes precedence
- Dependence on wide variety of stakeholders

- Shared threats
  - Adverse weather
  - Geopolitical issues
  - Infrastructure
  - Cyber



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Challenge 1: Gaining buy-in
Lesson: Speak the language of operations / departments, not ISO clauses.

Challenge 2: Defining critical / core services
Lesson: Criticality is often overestimated, play devils advocate

Challenge 3: BIA and ERP – ANSPs have so much already but its called something else
Lesson: Don't reinvent the wheel, the ISO standard is written in a way to allow for variation. Support departments take time to adapt

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Challenge 4: Interg g management systems

Lesson: Show whe use examples, terms and language that peo

Challenge 5: ISO C

Lesson: Take time t n, ANSPs are different (not special!). Know the nd explain how your organisation meet



Bureau Veritas Certification

DUBAI AIR NAVIGATION SERVICES CORPORATION

Terminal 1, Dubai International Airport, P.O. Box 94488, Dubai, United Arab Emirates

This is a multi-site certificate, additional site(s) are listed on the next page(s)

Bureau Veritas Certification Holding SAS - UK Branch certifies that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below

ISO 22301:2019

Scope of certification

PROVISION OF AIR NAVIGATION SERVICES INCLUDING AERODROME CONTROL SERVICE, APPROACH CONTROL SERVICE, BRIEFING SERVICE, COMMUNICATION, NAVIGATION & SURVEILLANCE AND AIR TRAFFIC MANAGEMENT SYSTEM SERVICES, OPERATIONAL TRAINING AND STANDARDS, AIRSPACE MANAGEMENT AND SUPPORT FUNCTIONS.

Original cycle start date:	07 July 2025
Expiry date of previous cycle:	NA
Certification / Recertification Audit date:	08 May 2025
Certification / Recertification cycle start date:	07 July 2025
Subject to the continued satisfactory operation of the organisation's Management System, this certificate expires on:	06 July 2028

Certificate No.: DU006256 Version: 1 Issue date: 07 July 2025

UKAS MANAGEMENT SYSTEMS 0008

Signed on behalf of BVCH SAS UK Branch

Certification Body Address: 5th Floor, 100 Lower Thames Street, London, EC3R 6DL, United Kingdom

Local office: BUREAU VERITAS CERTIFICATION HOLDING - DUBAI BRANCH, Al Hudaiba Awards Building, Block C, 2nd Floor, Jumeirah Road, 2nd December Interchange, P.O.Box. 9110, Dubai, United Arab Emirates.

Further clarifications regarding the scope and validity of this certificate, and the applicability of the management system requirements, please call: +971 4 307 4400

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What would we do differently?

- Manage expectations (timeframe and commitment)
- Resources
- Information, education and training
- Improved governance / internal oversight



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"He who does not know his past cannot make the best of his present and future, for it is from the past that we learn."



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