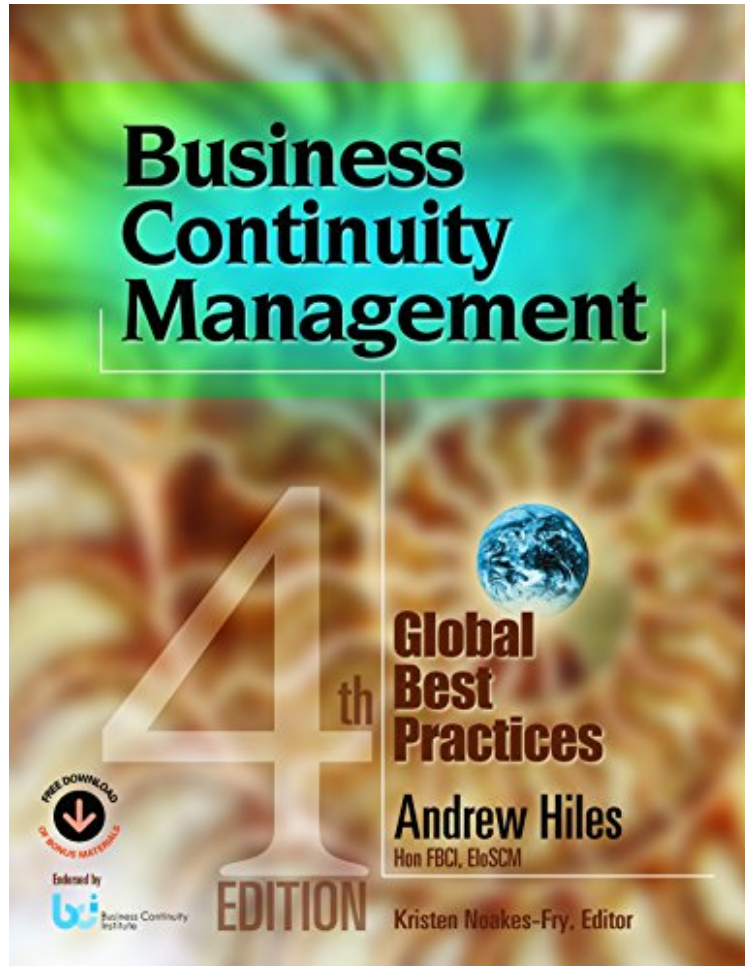


# Business Continuity Management: Global Best Practices

Andrew Hiles

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About the Author: Andrew Hiles, Hon FBCI, EIoSCM, has traveled to 60+ countries during 35 years, consulting to major private and government organizations and training the next generation of Business Continuity (BC) practitioners. A graduate of Manchester University, UK, Hiles is a founding director of Kingswell International Limited, a global consulting firm specializing in Risk, Crisis, and BC Management. He has worked with numerous blue chip organizations, including inter-governmental, governmental, defense, aerospace, hi-tech, banking, insurance, oil, gas, energy, manufacturing, pharmaceutical, and retail sectors. In 1997, Hiles was presented with the Western Press Award for services to business; in 1999 he was nominated for Lifetime Achievement at the first Business Continuity Institute (BCI) Awards ceremony in the UK. As founding director and first fellow of BCI, Hiles is widely recognized as a pioneer in expanding and advancing BC as a global business discipline: "Andrew was instrumental in the formation of the Business Continuity Institute and is certainly one of our most celebrated members. In recent years his writings have given great leadership to our profession and even convinced many students to think of BCM as a valuable and credible long-term career option." -- Lyndon Bird, FBCI, Technical Director, The Business Continuity Institute. "At many of the pivotal points of our profession's evolution, somehow Andrew Hiles is right there or very close by. From the beginning he's been at the leading edge, helping to direct and shape our profession into a growing and globally accepted business discipline." -- Phillip Jan Rothstein, FBCI, Publisher and Management Consultant Rothstein Associates Inc. In 2004, Hiles was inducted into the Business Continuity Hall of Fame by CPM (Contingency Planning and Management) Magazine in Washington, DC, for demonstrating consistent high standards over time and global reach.