

Burgan Bank Attains ISO 22301:2019 BCMS Certification

Confirming the soundness of its risk management strategy and overall institutional resilience



Ms. Moudi Al Mahmoud, Executive Manager – Business Continuity Risk at Burgan Bank



BURGAN BANK K.P.S.C.

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STATE OF KUWAIT

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

FINANCIAL SERVICES IN THE AREAS OF RETAIL BANKING, CORPORATE BANKING,
PRIVATE BANKING & WEALTH MANAGEMENT, INTERNATIONAL INVESTMENT
AND TREASURY, HUMAN RESOURCES, FINANCE, CORPORATE COMMUNICATIONS,
RISK, ANTI FINANCIAL CRIMES, COMPLIANCE AND LEGAL SUPPORTED
FROM HEAD OFFICE AND DR SITE

The ISO 22301:2019 Business Continuity Management System (BCMS) certification obtained by Burgan Bank

Kuwait, 16 March 2025

Burgan Bank announced that it has received — Business Continuity Management Systems (BCMS) certification, ISO 22301:2019, attesting to the Bank’s forward-thinking risk management and mitigation strategies and confirming its ability to uphold its operations during times of disruption as per the best international practices. The certification further cements Burgan’s position as a reliable financial partner for its customers and stakeholders, validating the Bank’s robust frameworks, continuous investment in technology, and skilled workforce to ensure seamless banking operations.

“We are honored to be certified with ISO 22301:2019 standard that published by the International Organization for Standardization (ISO) and recognized for our uncompromising safety and risk management measures,” commented Ms. Moudi Al Mahmoud, Executive Manager – Business Continuity Risk at Burgan Bank.

“In a market as sensitive and competitive as banking and finance, we spare no effort to be among the first to adopt the latest technologies across all fronts, especially those that fortify our institutional resilience and bolster our risk assessment and mitigation operations. As a trusted financial partner, we are committed to taking all necessary and extra measures to guarantee offering our customers a reliable and satisfactory banking experience despite any market turbulence.”

It serves to note that BCMS-certified institutions have a proven track record of implementing and maintaining successful business continuity management systems that respond to the organization's evolving needs. Accredited BCMSs are required to showcase consistent qualitative and quantitative improvements, documented business continuity policies, system performance assessments, and qualified staff with clear responsibilities who supervise the planning, implementation, and operation of the BCMS.

In line with its committed adherence to international standards of service quality, Burgan Bank was awarded the ISO certifications 9001:2015 for Quality Management System, 27001:2022 for Information Security Management Systems, and 20000-1:2018 for Information Technology Service Management System.

About Burgan Bank

Established in 1977, Burgan Bank is a Kuwait-based conventional bank with a significant focus on the corporate and financial institution sectors. From its earliest days, the Bank has significantly sought to diversify its offering to cater to its growing retail and private banking customer base.

Burgan Bank has majority-owned subsidiaries, collectively known as the “Burgan Bank Group”, in the MENAT region. This Group is supported by one of the largest branch networks across the region and includes: Gulf Bank Algeria – AGB (Algeria), Tunis International Bank – TIB (Tunisia), Burgan Bank Turkey and United Gulf Bank B.S.C – UGB (Bahrain). Furthermore, Burgan Bank has a presence in the UAE through its corporate office, Burgan Financial Services Limited.

The Bank has continuously improved its performance over the years, through an expanded revenue structure, diversified funding sources, and a strong capital base. The adoption of state-of-the-art services and technology has positioned it as a trendsetter in the domestic market and within the MENA region. Moreover, Burgan Bank’s brand has been built on a foundation of real values – trust, commitment, excellence, and progression – which serve as a reminder of the high standards to which the Bank always aspires. In fact, the Bank’s core philosophy of ‘Driven by You’ is the foundation on which its products and services are continuously developed.

Burgan Bank has achieved the LEED v4.1 O+M: EB Gold Certification for its Head Office in Kuwait City. The Bank has also obtained the ISO/IEC 27001: 2022 Information Security Management Systems certificate (ISMS), ISO /IEC 27701:2019 Privacy Information Management Systems (PIMS), ISO/IEC 20000-1: 2018 Information Technology Service Management System (ITSMS) and was re-certified with the prestigious ISO 9001:2015 Quality Management System (QMS), making it one of the few banks in the GCC and Kuwait to receive such certification for five consecutive times. At the same time, the Bank has the distinction of being the only Bank in Kuwait to have won the JP Morgan Chase Quality Recognition Award for twenty consecutive years. Moreover, in a testament to its dedication to the development of its human capital, Burgan Bank is the first bank in Kuwait to be certified as a Great Place to Work®, earning the distinct honor in 2023.



Burgan Bank is a majority-owned subsidiary of KIPCO (Kuwait Projects Company), one of the largest holding companies in the MENA region.