

## GOVERNANCE DOCS

ISO 22301:2019

# Gap Assessment Report

ISO 22301:2019 Business Continuity Management System

## Crestway Distribution (sample)

Business continuity for order fulfilment, the two distribution centres and the transport planning team.

|             |                                                       |
|-------------|-------------------------------------------------------|
| ASSESSED    | 25 September 2026                                     |
| EDITION     | 2019, incorporating Amendment 1:2024 (climate action) |
| IN SCOPE    | 64 requirements, 64 applicable                        |
| PROFILE     | Transport and logistics · 50 to 249 people            |
| PREPARED BY | Governance Docs                                       |

## CONTENTS

- 1 Executive summary
- 2 Readiness by area and where the next points come from
- 3 Remediation plan
- A About this report

Confidential. Prepared for Crestway Distribution (sample) from its own self-assessment; not independently verified by Governance Docs (see section A). Share on a need-to-know basis.

# Where Crestway Distribution (sample) stands against ISO 22301



APPLICABLE

**64**

EVIDENCED

**11**

OPEN GAPS

**53**

HIGH PRIORITY

**26**

## STATUS OF EVERY REQUIREMENT

**12****14****16****11****11**

■ Not started ■ Planned ■ Partially implemented ■ Implemented, not evidenced  
■ Implemented and evidenced

GAPS WITH AN OWNER

**31** of 53

WITH A TARGET DATE

**15** of 53

NOT ANSWERED

**0**

## WHAT THIS ASSESSMENT TELLS YOU

- Overall readiness is 48.0% against ISO 22301 across 64 applicable controls. 11 of them are implemented and evidenced.
- Most open gaps: Clause 8 - Operation, with 22 at 36%. Strongest area: Clause 5 - Leadership at 94%.
- 4 management-system clauses score under half: Clause 4 - Context (25%); Clause 8 - Operation (36%); Clause 9 - Performance evaluation (36%); Clause 10 - Improvement (38%). Clauses cannot be excluded, and each is a likely major nonconformity at a certification audit.
- 11 controls are operating but not evidenced. Collecting their records alone lifts the score to 52.3% (+4.3 points), the cheapest gain available.
- 26 gaps are high priority (not started or only planned); 10 of them are in Clause 8 - Operation.

## DO THESE FIRST

|   | PRIORITY | ACTION                                                                                                                                                                                      | OWNER      | START FROM                        |
|---|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-----------------------------------|
| 1 | HIGH     | Bring every management-system clause above 50%, starting with 4.2.1 Needs and expectations of interested parties; 8.2.2 Business impact analysis; 9.2.1 Internal audit - general and 1 more | HR Manager | Interested Parties Register       |
| 2 | HIGH     | Put an owner and date against the 10 high-priority gaps in Clause 8 - Operation                                                                                                             | HR Manager | Business Impact Analysis Report   |
| 3 | MEDIUM   | Adopt and tailor the BC Context Requirements and Scope, which closes 6 open gaps                                                                                                            | To assign  | BC Context Requirements and Scope |

# Analysis and priorities

## IN ONE SENTENCE

**With an overall score of 48%, you should focus on establishing business continuity operations and core incident response procedures.**

AI-assisted analysis, generated from the information the organization provided and checked automatically against the scores and findings in this report. It supports planning and is not an audit opinion; see "Basis of this report and limitation of liability".

## FOR SENIOR MANAGEMENT AND THE BOARD

Our self-assessment indicates an overall score of 48%, placing us at Developing readiness with 53 open gaps, including 26 high priority gaps. While our leadership engagement is high at 93.8%, Clause 8 - Operation sits at 36.4% and Clause 4 - Context sits at 25%. Our primary operational vulnerability is the lack of documented response procedures and business impact analysis. We require executive support to allocate resources, establish target dates, and formalize recovery plans over the next 90 days.

## WHERE YOU STAND

Your self-assessment shows an overall score of 48%, placing you at readiness level 2 of 4, or Developing. This position reflects that the programme is under way, with material gaps an auditor would find. Out of 64 applicable requirements, you recorded 53 open gaps, including 26 high priority gaps. While Clause 5 - Leadership scored 93.8%, core execution remains behind, with Clause 4 - Context at 25% and Clause 8 - Operation at 36.4%.

## WHAT IT MEANS FOR THE ORGANIZATION

Your strong leadership score indicates executive backing, but operational continuity capability remains largely unbuilt across the organization. With 22 open gaps in Clause 8 - Operation and 12 requirements not started, operational disruption remains an unmitigated threat. Having 31 gaps with an owner but only 15 gaps with target date shows that implementation ownership is fragmented. Without operational documentation and exercises, response capabilities cannot be validated during disruptions.

## WHERE TO FOCUS FIRST

Focus first on establishing your foundational operational recovery documents and scoping parameters. Evidencing the 11 implemented items will lift your score to 52.3%, while completing partially implemented controls brings it to 64.8%. Prioritize defining context and business impact analysis before building response plans. Creating your Business Continuity Plan and BC Context Requirements and Scope will address the largest share of high priority operational gaps across your transport and logistics operations.

## PRIORITIES

| PRIORITY                                                                                                                                                                                                   | WHY IT MATTERS                                                                                                                                                                                                                                             | FIRST STEP                                                                                    | START FROM                                                                                                   | WITHIN         |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|----------------|
| <b>1 Define Business Continuity Scope and Context</b><br>4.2.1 Needs and expectations of interested parties · 4.1 Understanding the organization and its context · 4.3.1 Determining the scope of the BCMS | Failing to define operational scope and interested party expectations leaves continuity requirements unclear across the transport and logistics network. Clear scope boundaries ensure subsequent operational planning targets the correct business areas. | Draft the organizational context and scope statement using standard baseline templates.       | <b>BC Context Requirements and Scope</b><br><a href="#">ISO 22301 Toolkit - Comprehensive 75+ Templates</a>  | <b>30 DAYS</b> |
| <b>2 Conduct Business Impact Analysis and Strategy Selection</b><br>8.2.2 Business impact analysis · 8.3.2 Identification of strategies and solutions                                                      | Without a formal business impact analysis, the organization cannot determine recovery time objectives or prioritize critical operations during disruptions. This prevents effective allocation of recovery resources.                                      | Identify critical business activities and begin data collection with key department managers. | <b>Business Impact Analysis Report</b><br><a href="#">ISO 22301 Toolkit - Comprehensive 75+ Templates</a>    | <b>60 DAYS</b> |
| <b>3 Develop Incident Response Structure and Plans</b><br>8.4.1 Plans and procedures - general · 8.4.2.1 Response structure · 8.4.2.4 Procedures for each team                                             | Lacking documented continuity plans and team response procedures exposes operations to prolonged downtime during an incident. Clearly defined response teams are vital for effective crisis management.                                                    | Assign team leads and define roles for the crisis management and recovery teams.              | <b>Business Continuity Plan</b><br><a href="#">ISO 22301 Toolkit - Comprehensive 75+ Templates</a>           | <b>60 DAYS</b> |
| <b>4 Establish Internal Audit and Exercise Schedules</b><br>8.5 Exercise programme · 9.2.1 Internal audit - general                                                                                        | Without regular testing and internal audit schedules, the organization cannot verify if continuity plans will function when needed. Testing proves whether recovery strategies work in practice.                                                           | Draft an annual calendar outlining internal audit and continuity test exercises.              | <b>BC Exercising and Testing Schedule</b><br><a href="#">ISO 22301 Toolkit - Comprehensive 75+ Templates</a> | <b>90 DAYS</b> |

## 30 / 60 / 90-DAY ROADMAP

|                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>FIRST 30 DAYS</b> <ul style="list-style-type: none"> <li>Assemble evidence for 11 implemented controls to validate current system baseline.</li> <li>Draft the BC Context Requirements and Scope document to define program boundaries.</li> <li>Assign target completion dates to all open gaps lacking schedules.</li> </ul> | <b>DAYS 31 TO 60</b> <ul style="list-style-type: none"> <li>Execute business impact analysis assessments across critical transport and logistics operations.</li> <li>Document the Business Continuity Plan and formalize crisis management team procedures.</li> <li>Select continuity recovery strategies and define operational resource requirements.</li> </ul> | <b>DAYS 61 TO 90</b> <ul style="list-style-type: none"> <li>Establish the BC Exercising and Testing Schedule for response teams.</li> <li>Formulate the Annual Internal Audit Plan and conduct baseline evaluations.</li> <li>Hold a formal management review to evaluate performance and corrective actions.</li> </ul> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## Maturity across the standard

Each bar shows how the requirements in one area break down by status, weakest on the left. The score is the average across applicable requirements; the chips count open gaps by priority.

| MANAGEMENT SYSTEM CLAUSES         | STATUS MIX                                                  | SCORE | GAPS H · M · L                                   |
|-----------------------------------|-------------------------------------------------------------|-------|--------------------------------------------------|
| Clause 4 - Context                | <div><div>2</div><div>3</div><div>2</div></div>             | 25%   | <div><div>5</div><div>2</div><div>0</div></div>  |
| Clause 5 - Leadership             | <div><div>1</div><div>3</div></div>                         | 94%   | <div><div>0</div><div>0</div><div>1</div></div>  |
| Clause 6 - Planning               | <div><div>1</div><div>2</div><div>2</div></div>             | 70%   | <div><div>1</div><div>0</div><div>2</div></div>  |
| Clause 7 - Support                | <div><div>5</div><div>3</div></div>                         | 53%   | <div><div>5</div><div>0</div><div>0</div></div>  |
| Clause 8 - Operation              | <div><div>7</div><div>3</div><div>7</div><div>5</div></div> | 36%   | <div><div>10</div><div>7</div><div>5</div></div> |
| Clause 9 - Performance evaluation | <div><div>2</div><div>1</div><div>3</div><div>1</div></div> | 36%   | <div><div>3</div><div>3</div><div>1</div></div>  |
| Clause 10 - Improvement           | <div><div>2</div><div>2</div></div>                         | 38%   | <div><div>2</div><div>2</div><div>0</div></div>  |
| OTHER REQUIREMENTS                | STATUS MIX                                                  | SCORE | GAPS H · M · L                                   |
| Certification readiness           | <div><div>2</div><div>2</div><div>3</div></div>             | 79%   | <div><div>0</div><div>2</div><div>2</div></div>  |

■ Not started
■ Planned
■ Partially implemented
■ Implemented, not evidenced
■ Implemented and evidenced

### WHERE THE NEXT POINTS COME FROM

The score after each kind of work, cheapest first. Gold is what that step adds.

|                                                   |                                   |                 |
|---------------------------------------------------|-----------------------------------|-----------------|
| Today                                             | <div><div></div><div></div></div> | 48.0%           |
| Evidence what already runs<br>11 requirements     | <div><div></div><div></div></div> | 52.3%<br>+4.3   |
| Finish what is partly in place<br>16 requirements | <div><div></div><div></div></div> | 64.8%<br>+12.5  |
| Implement what is planned<br>14 requirements      | <div><div></div><div></div></div> | 81.3%<br>+16.5  |
| Start what has not begun<br>12 requirements       | <div><div></div><div></div></div> | 100.0%<br>+18.7 |

### DOCUMENTS THAT CLOSE THE MOST GAPS

Each bar counts the open gaps that name the document as the way to close them.

|                                   |                                   |   |
|-----------------------------------|-----------------------------------|---|
| BC Context Requirements and Scope | <div><div></div><div></div></div> | 6 |
| Business Continuity Plan          | <div><div></div><div></div></div> | 5 |
| Business Continuity Strategies    | <div><div></div><div></div></div> | 4 |
| Crisis Management Team Procedure  | <div><div></div><div></div></div> | 4 |
| Management Review Procedure       | <div><div></div><div></div></div> | 4 |
| BCMS Manual                       | <div><div></div><div></div></div> | 3 |

All of these are in the ISO 22301 Toolkit (88 documents).

## Every open gap, grouped by what has to happen next

Work from the top. Requirements not yet started or only planned are the ones a certification auditor reaches first; the last group already operates and needs only its records.

### HIGH Not started · 12

Start from a documented baseline: adopt and tailor the document named below, then put it into operation.

| Ref     | Requirement                                  | Area     | Owner · target                   | Closes it                                                                    |
|---------|----------------------------------------------|----------|----------------------------------|------------------------------------------------------------------------------|
| 4.2.1   | Needs and expectations of interested parties | Clause 4 | To assign                        | Interested Parties Register · BC Context Requirements and Scope              |
| 4.4     | Business continuity management system        | Clause 4 | HR Manager<br>24 Dec 2026        | BCMS Process Flowcharts · BCMS Manual +1 more                                |
| 6.1.1   | Determining risks and opportunities          | Clause 6 | HR Manager<br>10 Dec 2026        | Risk Assessment and Opportunity Table · Risk Assessment and Treatment Report |
| 8.2.2   | Business impact analysis                     | Clause 8 | To assign                        | Business Impact Analysis Report · Business Impact Analysis Tool +1 more      |
| 8.3.2   | Identification of strategies and solutions   | Clause 8 | To assign                        | Business Continuity Strategies · BC Disruptive Incident Scenarios            |
| 8.4.1   | Plans and procedures - general               | Clause 8 | HR Manager                       | Business Continuity Plan · Business Continuity and Disaster Recovery Plan    |
| 8.4.2.1 | Response structure                           | Clause 8 | IT Manager<br>21 Jan 2027        | Incident Response Plan · Crisis Management Team Procedure                    |
| 8.4.2.4 | Procedures for each team                     | Clause 8 | HR Manager                       | Crisis Management Team Procedure · IT Recovery Team Procedure +2 more        |
| 8.4.4.2 | Plan content                                 | Clause 8 | Operations Manager<br>4 Feb 2027 | Business Continuity Plan · BC Disruptive Incident Scenarios                  |
| 8.5     | Exercise programme                           | Clause 8 | Risk Manager<br>10 Dec 2026      | BC Exercising and Testing Schedule · Business Continuity Test Plan +1 more   |
| 9.2.1   | Internal audit - general                     | Clause 9 | Risk Manager                     | Internal Audit Report · Internal Audit Procedure                             |
| 9.2.2   | Audit programme                              | Clause 9 | To assign                        | Annual Internal Audit Plan · Internal Audit Schedule +2 more                 |

### HIGH Planned · 14

Move from plan to implementation. Assign an owner and a date, then put the control into operation.

| Ref | Requirement | Area | Owner · target | Closes it |
|-----|-------------|------|----------------|-----------|
|-----|-------------|------|----------------|-----------|

|                      |                                                  |           |                                   |                                                                                         |
|----------------------|--------------------------------------------------|-----------|-----------------------------------|-----------------------------------------------------------------------------------------|
| <b>4.1</b>           | Understanding the organization and its context   | Clause 4  | Operations Manager                | BC Context Requirements and Scope · Overview of the BCMS                                |
| <b>4.1 (climate)</b> | Climate change relevance                         | Clause 4  | HR Manager<br>10 Dec 2026         | BC Context Requirements and Scope                                                       |
| <b>4.3.1</b>         | Determining the scope of the BCMS                | Clause 4  | HR Manager                        | BC Context Requirements and Scope                                                       |
| <b>7.1</b>           | Resources                                        | Clause 7  | To assign                         | Resource Requirements Document · Implementation Project Plan                            |
| <b>7.2</b>           | Competence                                       | Clause 7  | HR Manager                        | BC Competence Development Procedure · BC Competence Development Questionnaire +1 more   |
| <b>7.4</b>           | Communication                                    | Clause 7  | IT Manager<br>29 Oct 2026         | Business Continuity Communication Plan · Top Management Communication Programme         |
| <b>7.5.2</b>         | Creating and updating                            | Clause 7  | Compliance Lead<br>21 Jan 2027    | Control of Documented Information Procedure · BCMS Documentation Log                    |
| <b>7.5.3.1</b>       | Control of documented information - availability | Clause 7  | To assign                         | Control of Documented Information Procedure · Business Continuity Plan                  |
| <b>8.3.3</b>         | Selection of strategies and solutions            | Clause 8  | To assign                         | Business Continuity Strategies · Risk Treatment Plan                                    |
| <b>8.3.4</b>         | Resource requirements                            | Clause 8  | To assign                         | Resource Requirements Document · Supply Chain and Third Party BC Procedure +1 more      |
| <b>8.4.5</b>         | Recovery                                         | Clause 8  | IT Manager<br>12 Nov 2026         | Recovery and Restoration Procedure · Post Incident Report                               |
| <b>9.3.2</b>         | Management review inputs                         | Clause 9  | Operations Manager<br>29 Oct 2026 | Management Review Meeting Agenda · Management Review Procedure +1 more                  |
| <b>10.1.1</b>        | Reacting to nonconformity                        | Clause 10 | IT Manager<br>10 Dec 2026         | Nonconformity and Corrective Action Procedure · Nonconformity and Corrective Action Log |
| <b>10.1.3</b>        | Documenting nonconformities                      | Clause 10 | IT Manager<br>24 Dec 2026         | Nonconformity and Corrective Action Log · Nonconformity Log Worked Example              |

**MEDIUM Partially implemented · 16**

Extend the existing approach to the whole scope and apply it consistently, then evidence it.

| Ref     | Requirement                                            | Area                    | Owner · target              | Closes it                                                                                          |
|---------|--------------------------------------------------------|-------------------------|-----------------------------|----------------------------------------------------------------------------------------------------|
| 4.2.2   | Legal and regulatory requirements                      | Clause 4                | HR Manager<br>4 Feb 2027    | Legal Regulatory and Contractual Requirements · Legal and Regulatory Requirements Procedure        |
| 4.3.2   | Scope statement                                        | Clause 4                | Risk Manager<br>4 Feb 2027  | BC Context Requirements and Scope · BCMS Manual                                                    |
| 8.1     | Operational planning and control                       | Clause 8                | To assign                   | BCMS Manual · BCMS Process Flowcharts                                                              |
| 8.2.1   | Business impact analysis and risk assessment - general | Clause 8                | HR Manager                  | Business Impact Analysis Procedure · Risk Assessment and Treatment Procedure                       |
| 8.4.2.2 | Response teams                                         | Clause 8                | Operations Manager          | Crisis Management Team Procedure · IT Recovery Team Procedure +1 more                              |
| 8.4.3.2 | Communicating with interested parties                  | Clause 8                | IT Manager                  | Internal Contact List · External Contact List +1 more                                              |
| 8.4.4.1 | Business continuity plans                              | Clause 8                | Operations Manager          | Business Continuity Plan · BC Procedure Worked Example Loss of Building +1 more                    |
| 8.4.4.3 | Plan accessibility                                     | Clause 8                | Risk Manager                | Business Continuity Plan · Control of Documented Information Procedure                             |
| 8.6     | Evaluation of documentation and capabilities           | Clause 8                | Compliance Lead             | BC Documentation and Capability Evaluation Procedure · BC Capability Evaluation Checklist          |
| 9.1     | Monitoring, measurement, analysis and evaluation       | Clause 9                | HR Manager                  | Monitoring Measurement Analysis and Evaluation Procedure · BCMS Measurement and Performance Report |
| 9.3.1   | Management review - general                            | Clause 9                | To assign                   | Management Review Procedure · Management Review Meeting Agenda +1 more                             |
| 9.3.3.2 | Retaining review results                               | Clause 9                | Risk Manager<br>21 Jan 2027 | Management Review Procedure · BCMS Documentation Log                                               |
| 10.1.2  | Corrective action                                      | Clause 10               | Operations Manager          | Nonconformity and Corrective Action Procedure · Nonconformity Log Worked Example                   |
| 10.2    | Continual improvement                                  | Clause 10               | To assign                   | Continual Improvement Log · BCMS Measurement and Performance Report                                |
| CR.2    | Stage 1 readiness                                      | Certification readiness | IT Manager                  | Certification Readiness Checklist · BCMS Documentation Log +1 more                                 |

|             |                           |                         |            |                                                                      |
|-------------|---------------------------|-------------------------|------------|----------------------------------------------------------------------|
| <b>CR.7</b> | Corrective actions closed | Certification readiness | HR Manager | Nonconformity and Corrective Action Log · Internal Audit Action Plan |
|-------------|---------------------------|-------------------------|------------|----------------------------------------------------------------------|

**LOW Implemented, not evidenced · 11**

Collect and file evidence an auditor can sample. The control is operating; what is missing is the record of it.

| Ref            | Requirement                          | Area                    | Owner · target | Closes it                                                                              |
|----------------|--------------------------------------|-------------------------|----------------|----------------------------------------------------------------------------------------|
| <b>5.1</b>     | Leadership and commitment            | Clause 5                | To assign      | Executive Support Letter · Top Management Communication Programme +1 more              |
| <b>6.2.2</b>   | Planning to achieve the objectives   | Clause 6                | To assign      | BC Objectives Register · Implementation Project Plan                                   |
| <b>6.3</b>     | Planning changes to the BCMS         | Clause 6                | To assign      | BCMS Change Planning Procedure · BCMS Change Log                                       |
| <b>8.2.3</b>   | Risk assessment                      | Clause 8                | To assign      | Risk Assessment and Treatment Report · Risk Assessment and Treatment Procedure +1 more |
| <b>8.3.1</b>   | Strategies and solutions - general   | Clause 8                | To assign      | Business Continuity Strategies                                                         |
| <b>8.3.5</b>   | Implementation of solutions          | Clause 8                | To assign      | Business Continuity Strategies · Business Continuity and Disaster Recovery Plan        |
| <b>8.4.2.3</b> | Team competence and authority        | Clause 8                | To assign      | Roles Responsibilities and Authorities · Crisis Management Team Procedure              |
| <b>8.4.3.1</b> | Warning and communication procedures | Clause 8                | To assign      | Incident Log · Message Log +1 more                                                     |
| <b>9.3.3.1</b> | Management review outputs            | Clause 9                | To assign      | Management Review Procedure · Meeting Minutes                                          |
| <b>CR.1</b>    | Certification scope and body         | Certification readiness | To assign      | BC Context Requirements and Scope · Certification Readiness Checklist                  |
| <b>CR.4</b>    | Internal audit coverage              | Certification readiness | To assign      | Annual Internal Audit Plan · BC Internal Audit Checklist Extended +1 more              |

# How it was scored

## STATUS WEIGHTS

| Status                       | Weight | Meaning                                                                   |
|------------------------------|--------|---------------------------------------------------------------------------|
| ■ Not started                | 0.00   | No policy, process or activity exists for this requirement.               |
| ■ Planned                    | 0.25   | Approach agreed and scheduled, but nothing is in place yet.               |
| ■ Partially implemented      | 0.50   | In place for part of the scope, or inconsistently applied.                |
| ■ Implemented, not evidenced | 0.75   | Operating as intended, but you could not prove it to an auditor today.    |
| ■ Implemented and evidenced  | 1.00   | Operating as intended, with records an auditor can sample.                |
| ■ Not applicable             | —      | A justified exclusion. Removed from the score - record why in your notes. |

## READINESS LEVELS

### 1 • Initial (0%+)

Most requirements are not yet in place. Build the foundations before thinking about an audit.

### 2 • Developing (40%+)

The programme is under way, with material gaps an auditor would find.

### 3 • Established (65%+)

Most controls operate. Remaining work is closing specific gaps and evidencing what runs.

### 4 • Audit-ready (85%+)

Controls operate and are evidenced. Ready for an internal audit and a certification body.

A management-system clause scoring under 50% holds the level at Developing, because clauses cannot be excluded from certification scope.

## WHAT THIS REPORT IS

### BASIS OF THIS REPORT AND LIMITATION OF LIABILITY

This report is the output of a self-assessment. The scores, readiness levels, gaps, analysis and recommendations in this report are derived solely from the information entered by the organization, and have not been independently reviewed, verified, tested or audited by Governance Docs. Governance Docs did not conduct an independent assessment of the organization, its controls or its operations.

The accuracy and completeness of the results depend entirely on the accuracy and completeness of the information provided. Governance Docs gives no assurance, certification or audit opinion, and accepts no liability for any inaccuracy, omission or deviation arising from that information, or for any decision taken, or not taken, in reliance on this report.

The report, including any AI-assisted analysis, is provided for guidance and planning only. It does not constitute legal, regulatory or other professional advice, and it does not replace an independent assessment or a certification audit.

A control that is running but cannot be evidenced scores 0.75, not 1.00. Auditors sample records, not intentions. Closing that distance is usually the fastest route to a higher score.

All assessment questions and guidance are original wording by Governance Docs. Clause and control references are used as identifiers; no text from the standard is reproduced. You need your own licensed copy of the standard to implement it.

## YOUR WORKBOOK

The Excel workbook that comes with this report follows the same sections and colours. Dashboard: sections 1 and 2, recalculated live. Assessment: every requirement; change a status and every score, chart and level updates. Remediation Plan: section 3, with owners, dates and progress since this report. How it was scored: this page.

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