

Standards reference for BackOffice services

As of 29 September 2026 | Information note

This overview helps scope updates to procedures for correspondence, records and outsourcing.

Standard	Relevance to our services
<u>ISO 9001:2026</u>	Process quality and service delivery oversight.
<u>ISO/IEC 27001:2022</u>	Information security management, risk and incidents.
<u>ISO 22301:2019</u>	Business continuity and recovery planning.
<u>ISO/IEC 27002:2022</u>	Guidance on organisational and technical controls.
<u>ISO/IEC 27701:2025</u>	Privacy information management.
<u>ISO 37500:2014</u>	Outsourcing governance and allocation of responsibilities.
<u>ISO 15489-1:2016</u>	Creation, capture and retention of records.

Status of existing documents

The policy PDFs previously published on the Files page are earlier editions. They retain the dates and normative references that applied when issued. EN, ES and DE translations are informational. Approved policies should not be altered by merely substituting standard numbers.

What a formal revision requires

- Gap assessment against current editions and the actual service scope.
- Verification of stated safeguards, metrics, suppliers and operational evidence.
- Revision of procedures and policies, legal review and company approval of a new edition.
- A separate assessment of whether independent certification is appropriate.

There is no single ISO package mandatory for every backoffice provider. ISO/IEC 27002, ISO 37500 and ISO 15489-1 provide guidance on controls, outsourcing and records, respectively. ISO 50001:2018, cited in the existing energy policy, concerns energy management.

Sources: official ISO catalogue (standard numbers link to the entries).