



# Holland and Barrett Case Study

## Building a Future-Ready Cybersecurity Strategy Aligned with NIST CSF

Holland & Barrett, a leader in health and wellness retail, sought Culture Gem's expertise to align their cybersecurity strategy with the NIST Cybersecurity Framework (CSF) and to develop a multi-year vision for security maturity. Culture Gem was engaged not only to benchmark current practices but also to mentor the internal security team, supporting the CISO's vision of a robust, future-focused cybersecurity environment.

Key issues included:

- **Team Development:** The CISO required a partner to mentor the internal security team, guiding them in line with a forward-thinking vision for cybersecurity maturity.
- **Strategic Benchmarking and Prioritisation:** Holland & Barrett needed a clear, structured approach to assess current practices, prioritise improvements, and establish a roadmap.
- **Alignment with Corporate Communications:** A cohesive security awareness and behaviour strategy was essential to foster engagement across the organisation, requiring close alignment with internal communications.

### The Solution

Culture Gem implemented a NIST CSF-based cybersecurity strategy with a focus on mentorship, benchmarking, and long-term planning:

- **Team Mentorship and Alignment:** Guided the internal team to align with the CISO's vision, fostering a proactive security approach.
- **NIST CSF Benchmarking:** Assessed cybersecurity posture to identify improvement areas and set action priorities.
- **3-Year Strategy Roadmap:** Established a roadmap for advancing GRC, Security Architecture, and SecOps.
- **Security Awareness Strategy:** Designed an awareness programme aligned with internal communications to drive consistent engagement with security principles.

### The Results

Through Culture Gem's mentorship and strategic guidance, Holland & Barrett is now positioned to achieve a more mature cybersecurity posture over the next three years:

- **Clear Strategic Roadmap:** The 3-year roadmap provides a structured, prioritised approach for GRC, Architecture, and SecOps, supporting sustainable security growth.
- **Enhanced Team Capability:** The mentorship provided has equipped the internal team with a stronger, proactive approach aligned with the CISO's vision, empowering them to take ownership of the security programme.
- **Engaged Workforce:** With an aligned communications strategy, the security awareness programme is positioned to effectively drive behavioural change across the organisation.