

Business Continuity Policy Statement

London North Eastern Railway is committed to providing a business continuity management system that seeks to protect the welfare of our staff, customers, visitors and contractors and continue the delivery of our key products and services at acceptable predefined levels, following a disruptive incident.

The Policy and the following strategic aims support LNER strategic direction and business purpose.

Strategic Aims

1. Establish a framework for building organisational resilience with the capability of an effective response that safeguards the interests of stakeholders.
2. Identify, assess, and minimise risk of disruptive incidents to the organisation through collaboration with other relevant disciplines to establish the necessary controls to reduce risk within the organisation's risk appetite.
3. Establish appropriate business continuity targets and solutions for prioritised products, services and activities that protects the successful delivery of the business plan.
4. Embed business continuity within the organisation so that it becomes part of business as usual.
5. Work with our partners within the supply chain to ensure we do not see losses to our business as a result of failures of suppliers.
6. Continuously review and improve the business continuity programme through an annual exercise programme and align it with the Business Continuity Institute's Good Practice Guidelines and ISO 22301:2019.

As part of our commitment to continuous improvement, we will continue to develop our use of Strategic Business Impact Analyses to identify the functions, projects, or directorates most critical to our long-term success. This will help us prioritise more detailed BIAs where they are most needed, and ensure our continuity planning remains focused, proportionate, and aligned with the business strategy.

I will ensure that we deliver this policy by supporting it through my own personal example and that of my fellow Directors. I will ensure that we devote resources to enable us to deliver this policy.

Employees are also encouraged to report concerns that may affect operational resilience, safety, or compliance through existing internal reporting systems.

David Horne
Managing Director

