

Business Continuity Policy Statement

London North Eastern Railway provides and maintains 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.

This policy supports London North Eastern Railway's approach to Business Continuity Management and Operational Resilience, ensuring the organisation can prevent, respond to, recover from and adapt to disruption.

Executive accountability for Business Continuity Management rests with the Executive Leadership Team, with operational ownership delegated to nominated resilience roles and supported by all employees through compliance with this policy.

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

Strategic Aims

1. Establish and embed an organisational resilience framework that enables effective response and recovery from disruption, safeguarding stakeholders and supporting business as usual delivery.
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. Work with our partners within the supply chain to understand critical dependencies, set proportionate resilience expectations, and reduce the risk of disruption arising from supplier failure.
5. 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. Learning from exercises, incidents and near misses will be captured and used to drive continual improvement of the Business Continuity Management System.

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