

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.

We use our policy aims to help us set our business continuity objectives and will review our Business Continuity Policy again in 2024, and in the event of changing circumstances, such as legislative or organisational changes.

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.

In addition to normal fault reporting processes, our Employees are encouraged to report safety related faults, unsafe acts, unsafe conditions or environmental/security issues through our Close Call app, and to report any malpractice or wrongdoing that is in the public interest through our Speaking Up Policy channels.

David Horne
Managing Director

