



Business Continuity & Disaster Recovery Planning

Policy Document

It is the policy of Lakethorne Ltd to provide our clients with unbroken levels of service at all times, as part of this we view it as essential to maintain a policy and systems to ensure the prompt and efficient recovery of its key business operations from any interruption to service at or in the vicinity of our Head Office premises. As such this Policy along with the Lakethorne Business Continuity Plan which stems from it have been in place for a number of years and are designed specifically to achieve the above policy goal.

In addition to this we have also developed and continue to develop separate scenario based contingency plans in the same way to deal with events that could impact our business as a whole.

In summary we have identified that our main areas of risk fall into three categories:

- **People**
- **Premises & Equipment**
- **Data & Information Resources**

Mitigation

People - Our business model involves using a network of cleaning staff which allows for some flexibility to cover holidays, illness and accidents affecting client contracts.

Premises and equipment - these are protected through various insurance policies. Since our business model enables management of the company to be carried out remotely in the event of an emergency, remote access to data and equipment has been identified as a key issue and contingency plans have been put in place to cover this eventuality.

Data & Information Resources – the integrity and safety of these is important for Lakethorne Ltd as is the safekeeping of client files, documents, records and work in progress. In order to mitigate against potential loss, theft or destruction, all client information is stored as both hard and soft copies, the latter being backed up and stored off-site. We envision that all key data can be restored within 24-48 hours of reported loss or damage.

A copy of this policy is available on request to suppliers, clients and customers. The plan is reviewed quarterly and updated as required to ensure it continues to be appropriate and effective in practice.

Signed: 
Richard Bent
Managing Director

Date: January 2019

Review: January 2020

Doc Ref & Version	Owner	Date implemented
POL0009 (V4)	Richard Bent	June 2008