



My Property

Business continuity

London



Business continuity

Business continuity planning and disaster recovery planning are fundamental to the wellbeing of an organisation. They are intended to ensure continuity in the face of unforeseen or difficult circumstances. The purpose of this document is to provide specific information to assist those involved in the recovery process and allow a fluent method of communication. It in no way constitutes a “Business Continuity Plan” as each occupying customer organisation has a duty to produce a comprehensive internal document and re-address its content at regular intervals.

A disaster is any unwanted significant incident which threatens personnel, buildings or the operational structure of an organisation which requires special measures to be taken to restore things back to normal. It is impossible to predict and plan for every eventuality and it is unlikely that there will be an event which will restrict access to the building.

Disaster during normal working hours

The evacuation procedures for both bomb and fire are detailed in the knowledge library and should be closely followed if there is a need to evacuate the building. The Building Management Team will be in close contact with the emergency services and will keep key customer contacts informed of events.

Re-entry by personnel into the vicinity of an incident may prove problematic as the Emergency Services impose and closely monitor access restrictions. All customers are required to provide details of their disaster recovery locations to the Operations Manager and Security Control Room. This will enable us to keep you informed at all times.

Disaster outside of normal working hours

The building evacuation procedures will be adopted in the event of an evacuation and nominated customer key representatives will be contacted as soon as the building has been successfully evacuated and all building occupants are accounted for.

In the event that it is not possible to return to the building the nominated customer key representatives will be advised that it will be necessary to invoke their business continuity procedures.

Building Occupancy

It is unlikely that the building will be rendered un-habitable for any period of time. As soon as it is safe to re-occupy the building the Building Management Team will advise the key customer contacts. Depending on the nature of the incident it may be necessary for customers to arrange for telephone and other technical services to be restored.



General Note

It should be noted that the Emergency Services may, at any time during a response to an incident, take control of the situation which could result in the issuance of directions conflicting with the recommendations made within this document. Landsec have developed a comprehensive business continuity document which is available upon request.



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Link

This document supports
the information on our
online customer portal.



AspireAssist
24/7 HelpDesk



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Portals



Knowledge
Base

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Publication No.
AA024-CH819/20 Business Continuity

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