

# Business Continuity Management

## Client Disclosure Statement

LCH SA is committed to ensuring continuity and timely recovery of its business operations in the event of a major incident or crisis.

### April 2016

As part of our ongoing commitment to have a resilient business, LCH SA operates a Business Continuity Management (BCM) programme.

The BCM programme meets internal business requirements, legal and regulatory requirements and is in line with best practices.

Key objectives of the BCM programme are:

- Safety and welfare of staff;
- To recover and maintain critical clearing services to members;
- To comply with legal and regulatory requirements.

The information below provides an overview of the key activities we undertake as part of this programme.

### Programme Management and Governance

A global BCM policy is in place which details the minimum required standards of the BCM programme; this is approved by the LCH Audit Committee and Board on an annual basis.

A BCM team is in place to manage and oversee the BCM programme activities and adherence to the policy.

In addition there are several committees in place within LCH which the BCM team report into, these committees provide governance and oversight of the operational activities conducted throughout the calendar year.

### Understanding the Business

Each department completes a Business Impact Analysis (BIA) on at least an annual basis and following significant change. This captures at a minimum; critical activities, associated staffing and resource requirements, applications, dependencies, risks, recovery time objectives and recovery point objectives.

Threats and risks to LCH as a company are also captured on an annual basis and then regularly monitored. This helps the business determine the most appropriate recovery strategy.

The BCM team has a supplier due diligence process in place to assess critical suppliers and dependencies on a regular basis. This process identifies risks and issues and works to mitigate these.

### Determining Recovery Strategies

LCH has a number of recovery strategies in place that are regularly tested. These are listed below

- Alternate work area recovery locations that are accessible immediately;
- Resilient and geographically diverse data centres which allow recovery of all critical infrastructure and services within 2 hours;
- Remote Access capability for the majority of staff;
- Cross-trained staff in alternate locations who can carry out critical activities.

### **Development of Plans**

Departmental business continuity plans are in place across the business detailing the recovery strategies that are in place. These are reviewed and updated on a quarterly basis.

A Global Crisis Management Team (CMT) structure and plan is in place to ensure effective and timely response to an incidents or crisis.

### **Testing and Exercising**

Regular testing takes place throughout the year as per policy; the following tests/exercises are part of the annual testing schedule:

- Data centre testing (involving members and third parties);
- Work area recovery site testing;
- Remote access testing;
- Cross training testing;
- Crisis management testing;
- Call notification testing.

The company also participates in external market-wide exercises.

### **Training and Awareness**

Mandatory BCM training is in place for employees. Awareness activities and events are organised to help promote BCM within the organisation on an annual basis.

### **Business Continuity Contact Information**

If you would like further information regarding the LCH SA BCM programme please contact us using the following email: [bcg.all.sa@lch.com](mailto:bcg.all.sa@lch.com)