



**Management Systems**  
**Manual**  
**Operating procedures policy**  
Level 1 Manual

Reference	<b>MSP 67</b>
Revision	02
Date	21/02/2019
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Top management at Stanmore Holdings Ltd understands that operating procedures should be prepared for the operational activities associated with information processing and communication facilities and that these procedures should be documented and made available to all users who need them. To this end Stanmore Holdings Ltd has produced this operating procedures policy aligned to the requirements of ISO/IEC 27001: 2013, BS10012:2017 and GDPR to ensure that the Company documents procedures such as:

- Computer start-up and close down procedures
- Back-up procedures
- Equipment maintenance procedures
- Media handling procedures
- Computer room and mail handling management and safety

The operating procedures will specify the operational instructions, including:

- The installation and configuration of systems
- Processing and handling of information both automated and manual
- Back-up procedures
- Scheduling requirements, including interdependencies on other systems
- Instructions for handling errors or other exceptional conditions
- Support and escalation contacts
- Special output and media handling instructions
- System restart and recovery procedures
- Management of audit-trail and system log information
- Monitoring Procedures

Operating procedures will be treated as formal documents and treated in a formal way; any changes should be authorised through the change management process. Where feasible the Company's systems will be managed consistently, using the same procedures, tools and utilities.

Responsibility for upholding this policy is truly company-wide under the authority of the Managing Director who encourages the personal commitment of all staff to address information security as part of their skills.

Associated documents  
Data access and control  
Classification levels for document control procedure  
Software development business process

Signed by: .....  ..... Date: ..... 15/1/19 .....

Managing Director