

Digitisation and Data Enhancement Cloud Services



[Status]

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Service Definition Document - Landmark Information Group: Lot 3: Cloud Support

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Document Control

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01 Service Overview

This document is a Service Definition for Digitisation and Data Enhancement Cloud Services offered by Landmark Information Group (Landmark) as Cloud Support Services through the G-Cloud framework.

Landmark is the UK's leading provider of property, land, and environmental data solutions, delivering actionable intelligence that drives smarter decisions. For over 25 years, Landmark has been the trusted choice for professionals across the legal, property, and environmental sectors, providing accurate, comprehensive data and insights that reduce risk and enable confident decision-making. Our expertise spans geospatial intelligence, risk assessment, and compliance, helping organisations tackle complex property and land challenges with clarity and precision.

Geo Division – Advanced Location Intelligence

Landmark's Geo Division is dedicated to delivering cutting-edge geospatial solutions that transform how organisations leverage location data. By combining spatial data, mapping technologies, and advanced analytics, we enable clients to visualise, interpret, and act on geographic information with confidence.

Our services include:

- **GIS Platforms and Spatial Data Integration:** Seamless integration for enhanced operational insight.
- **Bespoke Insight Solutions:** Tailored analytics to support strategic decisions.
- **Location Intelligence Services:** Unlock the full potential of geographic data for planning, risk management, and compliance.

Working with Landmark means gaining a trusted advisor and technology leader committed to helping organisation's harness the power of location-based intelligence for data-driven success.

What the service provides

As Public Sector organisations continue to modernise and expand their digital capabilities, Landmark delivers a suite of support services to assist organisations make their content and intellectual property accessible in a digital form.

Our services provide end to end Project Management, Consultancy and Transformation support to digitise the extensive collections of public records held within organisations, typically geospatial datasets relating to property transactions, surveys, asset locations and other information that must be searchable by the public and other stakeholders.

Landmark works with organisations to identify priority record sets, manage the scanning and digitisation process and prepare the resulting digital assets for upload into a centralised database or repository. Once digitised, the repository can be surfaced and delivered through channels chosen by the customer such as a public facing website, internal system or a subscription based service.

Scope of Services

Landmark's data digitisation and enhancement service provides a structured, consultancy-led approach to converting legacy records into high-quality, modern datasets ready for use in digital platforms.

- **End-to-end project and programme oversight:** Coordinated delivery across discovery, transformation, and handover phases.
- **Expert consultancy to assess and prioritise record sets:** Guidance on which datasets require digitisation and how they should be organised for maximum value.
- **Structured data consolidation and preparation:** Bringing disparate or legacy materials together ready for processing and transformation.
- **Purpose-designed digitisation workflows:** Managed processes that ensure records are captured, validated, and prepared systematically.
- **Transformation into an agreed data schema:** Preparing digitised information so it aligns with the customer's required structure and downstream system needs.

- **Support preparing datasets for secure upload:** Ensuring transformed data can be integrated into the customer's chosen central repository or platform.
- **Governance across delivery:** Clear controls, reporting, and coordination to maintain accuracy, pace, and quality throughout the engagement.
- **Use of secure cloud environments:** Ensuring data processing is undertaken within controlled, compliant, and resilient cloud-based systems.
- **Collaboration with customer teams:** Supporting alignment on processes, definitions, and deliverables throughout the project lifecycle.
- **Preparation for integration into business systems:** Ensuring digitised datasets are ready for onward consumption by internal platforms, services, or public-facing applications.

Associated Services: Driving value beyond core delivery

Landmark offers a suite of associated services designed to enhance your cloud adoption journey and maximise business outcomes. These services provide additional expertise, governance and support to ensure your transformation is secure, efficient, and aligned with best practices.

- **Project Management and Governance:** Agile delivery for migration and optimisation projects, supported by robust governance frameworks and risk registers.
- **Cloud Adoption Governance:** Development of policies and compliance frameworks to manage risk and ensure accountability.
- **Security and Compliance Audits:** Independent assessments to validate controls and maintain regulatory alignment.
- **Enhanced Support:** Extended assistance beyond standard SLAs for critical operations.
- **Additional Training:** On-site or remote sessions tailored to your teams for deeper capability building.
- **Specialist Advisory:** Strategic consulting for multi-cloud/hybrid adoption, plus risk and compliance workshops for regulated sectors (i.e. energy, utilities) and data analytics for operational insights.

Service Boundaries and Constraints

This service is delivered as a consultancy led, project based engagement focused on the capture, cleansing, transformation, and preparation of customer data for upload, rather than an ongoing Business as Usual (BAU) operational support service. Delivery is remote-first and depends on coordinated planning with the customer, with activities sequenced through defined phases and delivered to agreed timelines and scope.

- **Project/Programme model, not BAU:** The service is provided as a timebound consultancy engagement and is not intended as day-to-day operational support.
- **Remote-first delivery:** Work is performed virtually by default; onsite activity is not included unless specifically agreed.
- **Defined phases and dependencies:** Activities follow an agreed sequence and require collaboration and timely inputs from the customer.
- **Scope limited to data capture and transformation:** Wider operational management, routine support tasks, or platform run operations are outside scope unless expressly contracted.
- **Planned timelines and governance:** Delivery relies on agreed schedules and project governance to maintain pace, quality, and control.
- **Data Rationalisation Service:** This service includes all the elements required to analyse, de-duplicate, transform and rationalise the geospatial data and associated records of a customer organisation.
- **Scope Limitation:** The service will not capture additional data or records from supplier or subcontractor organisations contracted by the customer unless specifically agreed in advance.

02 Service Detail

The Digitisation and Data Enhancement Cloud service is delivered through a series of structured and sequential phases, ensuring that customer records are fully understood, accurately captured, and transformed into high quality digital datasets.

- **Discovery:** This phase involves engaging the organisation to identify all records within an agreed scope. Through facilitate workshops and on-site review, Landmark produces a discovery report documenting every potential data source, whether digital, paper, microfiche, CD-ROM or other media, and outlining how each record is created, updated, accessed and retired. This enables the customer to make informed decisions about which records should be prioritised for digitisation and centralisation.
- **Design:** Using the Discovery Report as the baseline, this phase develops a structured Project Plan that defines how the identified records will be migrated into a unified digital dataset for ingestion into the customer's chosen technology platform.
- **Scanning:** Landmark collects physical records from agreed customer locations and converts them into digital assets in the formats and resolutions specified by the customer (e.g. pdf, jpg etc). Original records are returned unless secure destruction is requested once the digital versions have been successfully created and accepted.
- **Textual and Spatial Validation and Enhancement:** Where records contain incomplete, inaccurate or inconsistent information, particularly geographic attributes, Landmark works with the customer to agree mechanisms for correction, Validation may draw on trusted external sources such as Ordnance Survey records, publicly available address databases, Planning Applications or digital mapping platforms (Google Street View/Earth).
- **Data Transformation:** In this final phase, records from multiple systems and formats are consolidated and aligned to the agreed business rules and data schema. Field mapping is completed to reconcile differences across systems, and duplicated records are identified and merged into complete, authoritative versions ready for upload into the customer's central repository.

Features

- **Data Analysis:** Comprehensive analysis of customer data to identify structure and gaps.
- **Document Scanning:** Securely scan and digitise hardcopy records into digital format.
- **Data Standardisation:** Standardisation and alignment of all data sources into a unified schema.
- **Record Creation:** Creation of accurate, fully digitised records meeting client quality standards.
- **Duplicate Removal:** Systematic removal of duplicate data records to ensure clean, reliable datasets.
- **Geospatial Verification:** Verification and enrichment of geospatial information for precise spatial accuracy.
- **Quality Assurance:** Rigorous quality checks to meet regulatory and client specifications.
- **Cloud Security:** Secure cloud based environments for data processing and controlled access.
- **Project Management:** Governance and delivery management using Agile and Waterfall methodologies.
- **Data Integration:** Integration support and secure transfer of validated data to client systems.

Benefits

- **Centralised Repository:** Collates all geospatial records into one centralised, easily accessible repository.
- **Simplified Access:** Simplifies data access and search processes, reducing time and effort.
- **Compliance Support:** Improves compliance with Public Access Requests through accurate, structured data.
- **Data Integrity:** Enhances data integrity and accuracy, reducing operational and legal risks.
- **Duplicate Elimination:** Eliminates duplicate records, ensuring clean datasets and streamlined workflows.
- **Spatial Verification:** Provides verified spatial accuracy, supporting better decision making and

planning.

- **Digitisation Acceleration:** Accelerates digitisation of legacy records, reducing reliance on manual processes.
- **Secure Handling:** Supports secure data handling and transfer, mitigating security and privacy risks.
- **Format Consistency:** Delivers consistent data formats, enabling easier integration with existing systems.
- **Operational Governance:** Improves overall efficiency and governance through structured project delivery.

Pricing Overview

Our pricing model is transparent and aligned with G-Cloud requirements:

- **Managed Service Subscription:** A monthly / quarterly / annual subscription priced according to usage metrics such as transaction volume or participant count covering ongoing operation, monitoring, optimisation, updates, and support of the managed service.
- **Fixed-Price Packages:** For well-defined and scoped pieces of work, such as onboarding activities, data preparation, dataset configuration, migrations, enhancements, training or specific delivery milestones.
- **Time and Materials:** Where work requires flexibility, exploratory activity, or specialist expertise, such as complex integrations, advanced geoprocessing, bespoke data workflows, or architectural consultancy

Day rates for all roles are published within our GCloud 15 service listing and can be accessed directly via the Digital Marketplace

Terms and Conditions

Terms and Conditions for all services are detailed in the Terms and Conditions document attached to this G-Cloud Service.

03 Service Provision and Use

Landmark's Digitisation and Data Enhancement service is delivered through a clear, structured set of phases designed to ensure that customer records are fully understood, accurately captured and transformed into high-quality digital datasets ready for use. Each phase builds on the last, providing a transparent and methodical approach that supports effective planning, predictable delivery and assured quality throughout the engagement.

During the Discovery phase, Landmark works closely with your organisation to identify all relevant records within scope. Through facilitated workshops and detailed onsite reviews, we catalogue every data source, whether digital, paper, microfiche or other media, alongside how each record is created, updated and used. This comprehensive understanding enables informed decisions about digitisation priorities and establishes a solid foundation for the rest of the programme.

The Design phase uses the outputs of Discovery to shape a structured Project Plan that defines how the identified materials will be migrated into a unified digital dataset. This includes establishing data rules, workflows, acceptance criteria, dependencies and the overall sequence required to deliver a consistent, high-quality digital record set.

In the Scanning phase, Landmark manages the secure collection and digitisation of physical records, converting them into customer defined formats and resolutions. Digital assets are quality checked, and original documents are returned or securely destroyed, depending on customer requirements.

The Textual and Spatial Validation and Enhancement phase ensures that all digitised records are complete, accurate and aligned with trusted reference sources. Landmark collaborates with your organisation to agree correction methods, drawing on authoritative datasets such as Ordnance Survey, planning registers and other verified spatial information to resolve inconsistencies or gaps.

The engagement concludes with the Data Transformation phase, where all collected and validated data is consolidated into the agreed schema. Through field mapping, data alignment and deduplication, Landmark produces an authoritative, structured dataset ready for upload into your central repository or downstream systems.

This phased delivery model reflects Landmark's commitment to robust planning, transparent governance and collaborative working, ensuring measurable, high-quality outcomes from initial discovery through to final dataset delivery. It ensures each engagement is tailored to your operational requirements while maintaining consistency, traceability and quality assurance at every step

Fixed-Price Package Engagement

- Ideal for discovery, migration planning and onboarding.
- Pre-defined deliverables such as readiness assessment, integration design and risk registers.
- Fixed timeline and cost for predictable budgeting.
- One-stop solution without ongoing support included.

Time and Materials

- Flexible advisory, troubleshooting or bespoke integration work.
- Hourly/daily rate card for specialist roles as defined in our Pricing Document.
- Ideal for projects with evolving scope or uncertain requirements.

Hybrid Model

- Designed for large programmes combining migration and managed operations.
- Fixed-price for initial onboarding plus subscription for ongoing support.
- Ensures a smooth transition from project to steady-state operations.

Onboarding

The onboarding process begins with a series of structured activities designed to confirm scope, establish delivery readiness and ensure a smooth start to the engagement:

- **Kick-off Workshop:** Consultants and customer stakeholders align on objectives, scope, timelines, delivery expectations, governance arrangements and desired outcomes.
- **Access and Prerequisites:** Landmark confirms all required user accounts, system access, data availability and any software or technical prerequisites needed for mobilisation.
- **Baseline Assessment:** Consultants review the customer's current geospatial environment, data maturity, workflows, technical constraints and overall readiness to inform the implementation approach.
- **Backlog and Planning:** Findings are translated into a delivery plan and prioritised backlog, defining user stories, technical tasks, acceptance criteria and initial sprint sequencing.
- **Environment Setup:** Required environments are prepared, including configuration of cloud GIS platforms, activation of services, validation of integration points and connectivity checks.
- **Roles and Responsibilities:** A roles and responsibilities matrix, supported by a RACI model, is produced to define ownership, approval paths and collaboration points for both Landmark and the customer.

Offboarding and Handover

Landmark ensures a structured, risk-free exit process that protects your data, maintains compliance and provides flexibility for future transitions. Our offboarding approach guarantees transparency, security and operational continuity. The agreed service scope and Statement of Work will specify the appropriate steps at the conclusion of the project/programme delivery. This may include, but is not limited to:

- **Programme/Project Evaluation:** A status assessment of the Programme and Project Delivery, including a record of completed deliverables
- **Benefits Realisation:** An agreed evaluation of the client Business Case to confirm the delivery of targeted outcomes and quantification of the associated benefits.
- **Structured Process Handover:** The transition of any Business As Usual (BAU) delivery processes to the client to ensure the successful ongoing maintenance of delivered outputs. This includes identifying key Roles and Responsibilities within the client for successful maintenance of the delivered outputs.
- **Future work analysis:** Provision of a strategy roadmap for potential further work to build on the outcomes delivered and continue the client development of Best Practices.
- **Knowledge Transfer:** A series of training and education sessions to ensure that client resources in key roles are equipped to continue the maintenance and development of the delivered outputs.
- **Lessons Learned:** A joint workshop to ensure ways of working improvement opportunities are identified for both client and Landmark.

Training

Landmark provides a tailored training offer designed to support clients throughout the transition to digitised geospatial records management and the associated adoption of geospatial solutions. Training is delivered across the full-service lifecycle and is available in a range of formats to accommodate different learning preferences and organisational needs. Our training offer includes:

- **Classroom-Based Training:** Instructor-led sessions delivered on-site or at Landmark facilities for hands-on, collaborative learning.
- **Virtual Instructor-Led Training:** Live, remotely delivered sessions offering the same expert guidance with increased flexibility.
- **Webinars and Guided Workshops:** Topic-specific sessions providing targeted support and deep dive exploration into particular workflows or technologies.
- **Hands-On Labs:** Practical, scenario-based exercises enabling users to develop confidence with real tools and datasets.
- **Train-the-trainer programmes:** Tailored programmes enabling internal teams to deliver ongoing training within their own organisation.

This bespoke approach ensures organisations can build and sustain the skills needed to operate, maintain, and optimise their geospatial solutions and intellectual property effectively.

04 Service Management

Landmark's service management approach is ITIL-aligned and designed to deliver consistent, reliable, and accountable cloud operations. We combine proactive monitoring, clear governance, and robust SLAs to ensure your services run smoothly and securely.

Service Management: Predictable, High Quality Support

Our service management includes:

- **Dedicated Service Desk:** Incident, change and problem management with defined escalation pathways.
- **Clear SLAs and Accountability:** Guaranteed response and resolution times, backed by service credits for persistent breaches.
- **Proactive Monitoring and Reporting:** 24x7 health checks, performance dashboards and monthly KPI reports (e.g., Mean time to repair (MTTR), change success rate, data quality improvements).
- **Governance and Escalation:** Defined RACI matrix, Change and Advisory Board (CAB) processes for controlled changes and escalation paths up to senior management.
- **Continuous Improvement:** Regular service reviews, optimisation recommendations and root cause analysis for recurring issues.
- **Compliance and Audit Readiness:** Evidence packs for ISO 27001, Cyber Essentials Plus and GDPR; vulnerability management and security posture reviews.
- **Customer Engagement:** Monthly service review meetings, quarterly roadmap sessions and optional technical account manager for strategic alignment.

Service Level Agreements

Below are example standard Service Level agreements that would be adjusted and aligned to specific customer contract needs.

Support Hours:

- Standard: 09:00–17:00 UK business days
- Optional: 24x7 coverage enhanced support.

Incident Response Targets:

- Priority 1 (Critical): Response within 15 minutes; resolution within 4 hours
- Priority 2 (High): Response within 1 hour; resolution within 8 hours
- Priority 3 (Medium): Response within 8 hours; resolution within 2 business days
- Priority 4 (Low): Response within 1 business day; resolution within 5 business days

Availability:

- Managed service tooling and monitoring: ≥99.9% monthly uptime.

Change Management:

- Standard changes scheduled weekly; emergency changes processed within 2 hours of approval.

Service Credits:

- Applied for various aligned SLA breaches (e.g., repeated failure to meet P1 response targets or failing key performance metrics of system).

Reporting and Reviews:

- Monthly KPI reports (MTTR, incident volumes, change success rate).
- Quarterly service review meetings to assess performance and improvement actions.

05 Responsibilities

To ensure a smooth and secure cloud engagement, Landmark and the customer share defined responsibilities. This collaborative approach guarantees predictable delivery, compliance and operational excellence.

Customer Responsibilities

- **Provide Customer Datasets and Metadata:** Supply datasets, metadata, attribution rules, attribute dictionaries, business keys and visualisation requirements in agreed formats.
- **Access and Credentials:** Provide all necessary access to systems and facilities. This may include:
 - API keys, certificates, credentials and network configuration (e.g. firewall rules) needed to enable secure integration.
 - Physical access to buildings, rooms, third party storage locations where physical records within the scope of services are stored.
- **Data Governance and Compliance:** Confirm lawful processing basis, provide required data classifications and ensure internal compliance with data handling, access control and DPIA requirements. Notify Landmark promptly of any security or compliance incidents.
- **Technical Readiness:** Ensure client environments, browsers, operating systems and devices meet technical prerequisites and maintain appropriate local security controls.
- **Engagement and Governance:** Nominate key contacts, attend workshops, contribute to governance processes and provide timely review and approval of decisions, designs and deliverables.
- **Testing and Acceptance:** Participate in functional and nonfunctional testing, validate outputs, confirm acceptance criteria and approve deliverables in line with agreed timelines.
- **Third Party Dependencies:** Manage licences, tools or systems outside the service scope and coordinate with third party suppliers for any dependencies required for delivery.
- **Exit and Transition:** Support exit planning, verify exported data, review handover materials and participate in transition activities at the end of the engagement.

Supplier Responsibilities

- **Programme and Project Management:** Provide expertise to ensure Best Practice management and delivery of Programmes and Projects to agreed scope, with assurance to realise targeted customer benefits.
- **Service Delivery:** ITIL aligned service management covering incident, change and problem processes to ensure predictable and reliable operations.
- **Provide Landmark and agreed Third Party Datasets and Metadata:** Supply datasets, metadata, attribution rules, attribute dictionaries, business keys and visualisation requirements in agreed formats.
- **Geospatial Production:** Prepare, optimise and quality assure geospatial layers, maps, dashboards and published map services. Produce static map products where required.
- **Onboarding and Integration:** Support environment setup, access validation, migration planning, integration configuration and readiness activities to ensure smooth mobilisation.
- **Security and Compliance:** Maintain ISO aligned security controls, governance frameworks and audit ready evidence packs, ensuring secure, compliant and resilient delivery.
- **Monitoring and Optimisation:** Operate continuous monitoring, performance tuning, data quality improvements and optimisation cycles to maintain high quality service performance
- **Documentation and Training:** Deliver comprehensive documentation including schema files, style files, workflow artefacts, runbooks and onboarding guides, alongside role appropriate training and knowledge transfer.
- **Third Party Management:** Management of any agreed third party partners required to deliver the agreed services. This includes all elements of governance and performance management.
- **Governance and Reporting:** Provide structured change governance, participate in CAB processes, attend service reviews and supply KPI and performance reports at the agreed frequency.
- **Repeatable Processes:** Deliver consistent, repeatable and documented processes that support long term operational sustainability and geospatial maturity.
- **Exit Support:** Provide structured exit services including data export, configuration hand back, secure deprovisioning and all agreed exit artefacts to support a smooth transition.

06 Security and Information Assurance

Landmark operates to the highest security and compliance standards, ensuring your cloud environment is secure, resilient and audit-ready. Our approach combines industry-leading certifications, robust identity controls, and proactive vulnerability management to protect your data and maintain regulatory alignment.

Certifications

- **ISO/IEC 27001:** Landmark follows an audited framework to protect data confidentiality, integrity and availability ensuring risk management, documented controls, and continuous improvement, demonstrating secure information handling and compliance with government standards.
- **Cyber Essentials Plus:** Confirms Landmark is protected against common cyber threats through secure configuration, access control, malware protection, and patching. Independent testing at the "Plus" level provides additional assurance of system security.
- **ISO 14001:** Shows Landmark actively manages and reduces environmental impact through sustainable practices. It ensures regulatory compliance and supports UK Government Net Zero goals, demonstrating responsible and sustainable service delivery.
- **ISO 9001:** Confirms Landmark uses structured processes to deliver consistent, high-quality services with a focus on continuous improvement and customer satisfaction, reducing risk and ensuring reliable outcomes.

Identity and Access Management, MFA, Role-Based Access Controls

Access control is governed by the principle of least privilege and enforced through:

- Role-Based Access Control (RBAC).
- Just-in-Time (JIT) Access via Lithnet Access Manager.
- Multi-Factor Authentication (MFA) for all privileged accounts.
- Logging and Monitoring: All access tracked and reviewed via Microsoft Sentinel SIEM

Vulnerability Management and Patching

Landmark runs a comprehensive, risk-based vulnerability management programme that protects cloud environments and supports compliance. It focuses on continuous discovery, assessment and remediation of vulnerabilities, prioritised by asset importance and threat exposure, including:

- **Daily Scanning and Patch Management:** Aligned to Cyber Essentials Plus timelines
- **Continuous Attack Surface Monitoring:** Using WatchTower for external exposure
- **Static and Dynamic Testing:** Snyk (SAST/SCA), APISec, and Acunetix for runtime vulnerabilities
- **Secure Development Lifecycle:** Adherence to Secure Systems Engineering Principles and Coding Standards

Logging, monitoring and SIEM

We maintain a 24/7/365 Security Operations Centre (SOC) leverages Microsoft Sentinel SIEM for real-time monitoring, alerting, and incident detection. Other features include:

- AES-256 encryption at rest, TLS 1.2+ in transit.
- Automated threat response via SOAR.
- Comprehensive logging from Firewalls, IPS, VPNs, Endpoints, WAF, FTP transfers, PAM devices and Databases.
- Endpoint Protection with Microsoft Defender XDR, Zscaler and BitLocker
- Continuous traffic inspection and segmentation enforce the principle of least privilege and zero trust.
- Proven capability to integrate feeds into customer SIEM / SOC.

Penetration Testing Policy

Landmark conducts annual penetration tests using CREST and NCSC-approved partners (e.g., NCC Group, MDSec, IOActive). This independent validation ensures our security posture meets UK government and critical national infrastructure standards, providing buyers with assurance of robust protection against advanced threats

07 Backup, Disaster Recovery and Business Continuity

Landmark delivers a robust backup and disaster recovery strategy designed to safeguard critical data, maintain compliance and ensure business continuity. Our approach combines secure storage, encryption and resilience measures to minimise risk and guarantee rapid recovery in the event of disruption.

Backup Strategy and Scheduling

Our backup strategy ensures robust protection of all critical systems and data, supported by daily backup routines, tailored scheduling aligned to regulatory and business requirements and fully documented procedures for audit readiness.

- **Frequency:** Daily backups of critical systems and data, typically during off-peak hours.
- **Tailored Scheduling:** Based on data criticality, regulatory requirements and business needs.
- **Documentation:** Detailed backup schedules and procedures maintained for audit readiness.

Storage and Security

Our data protection strategy is built on a multilayered resilience approach, combining geographically separated replication, secure nightly and cloud native backups, strong encryption standards and strict identity based access controls to ensure the highest levels of availability, security, and recoverability.

- **Replication:** Critical data replicated across geographically separated data centres (South Wales and Exeter) to enhance resilience and availability.
- **Data Centre Backups:** Nightly backups using GFS scheme, isolated from server estate, ransomware protected with immutable snapshots.
- **Cloud Backups:** Region-to-region synchronisation using cloud-native technologies with snapshot recovery capability.
- **Encryption:** AES-256 encryption at rest and TLS1.2+ in transit aligned Landmark's Cryptography policy and Encryption standards.
- **Access Control:** Strict identity-based access controls and authentication mechanisms enforced.

Retention and Compliance

Landmark has defined retention periods based on legal, regulatory requirements and business continuity requirements, with full documentation for audit and compliance assurance.

Business Continuity and Disaster Recovery (BCDR)

Landmark BCDR plan ensures rapid recovery and minimal disruption during major incidents. Key strategies include:

- **Resilience in Network Design:** Geo-redundant UK data centres with N+1 redundancy, diverse routing, and automated failover.
- **Remote Working:** Secure VPN access for all staff to maintain operations off-site.
- **Resilient IT Systems:** Cloud-hosted SaaS where appropriate, supported by Business Impact Analyses and recovery plans.
- **Specialist Partnerships:** Third-party experts engaged for critical resilience functions.
- **Preventative Maintenance:** Comprehensive asset management and testing to prevent downtime.
- **Emergency Response:** Documented incident response plans to mitigate disruption proactively.

Governance and Testing

The governance approach to BCDR includes the following:

- **Incident Escalation:** Reported to senior leadership and customers per SLA; regulators notified as required.
- **Communications:** Clear internal and external communication protocols via Incident Response Plans.
- **Testing and Review:** Annual BCDR reviews and exercise programmes to validate strategies and improve resilience.

08 Accessibility and Usability

To ensure that our cloud based dashboards, interactive mapping tools and service desk platforms operate at their highest performance and reliability, we recommend that customers implement a set of technical, network and accessibility configurations. These recommendations support a secure, resilient and user-friendly experience across all environments. By aligning with the system, browser, network and accessibility requirements outlined below, organisations can maximise the efficiency, stability and inclusivity of the services we deliver.

These guidelines are not exhaustive but set out the core technical conditions required for consistent performance, secure connectivity and full access to all features across our cloud hosted services and Geospatial Cloud Consultancy offerings.

Accessibility Standards

- **WCAG 2.1 AA Compliance:** The service aims for full compliance with WCAG 2.1 AA.
- **Service Desk Interface:** The service desk interface is designed to meet WCAG 2.1 AA accessibility requirements.
- **WCAG 2.2 AA Roadmap (In Progress):** Work is underway to extend current accessibility standards to align with WCAG 2.2 AA requirements.

Client System Requirements

To ensure optimal use of cloud dashboards, portals and service desk interfaces, the following client system setup is recommended (non-exhaustive):

Supported Operating Systems

- **Windows:** Windows 10 or later
- **macOS:** macOS 12 or later

Supported Browsers (latest two released versions)

- Google Chrome
- Microsoft Edge
- Mozilla Firefox

Network Requirements

Secure Connectivity

- All API calls and portal access must use HTTPS (TLS 1.2 or higher).
- Outbound access must be permitted to approved IP ranges and ports (typically port 443) for any required endpoints.

Firewall Configuration

- Customers must configure firewall rules to allow secure API traffic to approved integration endpoints.

Bandwidth

- Minimum 10 Mbps recommended for stable dashboard access and API-driven interactions.
- Higher bandwidth is advised when transferring large datasets or performing bulk uploads.

Browser Settings

- JavaScript must be enabled for full functionality.
- Cookies must be permitted.
- Pop-up blockers should be disabled for trusted portal/service desk domains.

09 Social Value Commitments

Landmark is committed to supporting government missions and policy outcomes through a comprehensive social value strategy embedded in our operations and contract delivery.

Environmental Sustainability

- ISO 14001 certified, demonstrating robust environmental management.
- Company wide net zero carbon target by 2050
 - Achieve 90% reduction in Scope 1 and 2 emissions.
 - Achieve 46% reduction in Scope 3 emissions.
 - Supported by:
 - Remote working policies to minimise travel.
 - Energy-efficient cloud architectures.
- Alignment with Mission: Make Britain a clean energy superpower (Policy Outcome 4) by actively seeking opportunities to reduce emissions and adopt green technologies.

Skills Development

- Role-based training and apprenticeships to upskill UK teams in cloud technologies.
- Delivery of apprenticeships, supported internships, and T-Level placements relevant to the contract.
- Support for educational attainment and addressing skills gaps through recognised qualifications.
- Alignment with:
 - Mission: Kick start economic growth (Policy Outcomes 1 & 2) by creating new jobs, apprenticeships, and career progression opportunities.
 - Mission: Break down barriers to opportunity (Policy Outcomes 6 & 7) by targeting underrepresented groups and NEETs for training and employment.

Diversity and Inclusion

- Fully inclusive recruitment practices and WCAG 2.1 AA accessibility compliance across all deliverables. Work is underway to extend current accessibility standards to align with WCAG 2.2 AA requirements.
- Monitoring employee engagement rates by protected characteristics and implementing actions to ensure all voices are heard.
- Commitment to fair pay, leave entitlements, and gender/ethnicity pay gap reporting.
- Alignment with:
 - Policy Outcome 6: Removing barriers for disabled people and underrepresented groups.
 - Becoming a Disability Confident employer and promoting equality of opportunity.

Community Engagement

- Partnerships with local education providers to promote STEM careers.
- Collaboration with The King's Trust to support disadvantaged groups.
- Volunteering opportunities for staff and outreach activities to create employment pipelines.
- Alignment with:
 - Policy Outcome 3: Engaging local stakeholders, supporting community-led initiatives, and opening subcontracting opportunities to SMEs, VCSEs, and diverse businesses.
 - Policy Outcome 7: Outreach to schools, colleges, and universities to reduce barriers to entry.

Fair Working Conditions

- Employment contracts reflecting actual hours worked, with clear processes for review.
- Sick pay provision from day one and income replacement policies for carers.
- Initiatives to promote physical and mental wellbeing, including education on nutrition, activity, and financial literacy.
- Measures to cascade good practice throughout the supply chain.
- Alignment with Policy Outcome 8: Investing in workforce health and wellbeing and promoting inclusive working environments.

Modern Slavery Risk Management

- Robust pre-employment checks, safeguarding plans, and supply chain audits.
- Engagement with NGOs and trade unions to address risks.
- Training and awareness programs for staff and suppliers.
- Alignment with Policy Outcome 1: Ensuring ethical practices and fair conditions across the supply chain.

Summary of Impact

Through these initiatives, Landmark will:

- Create and retain jobs and apprenticeships.
- Support in-work progression and career development.
- Promote diversity, inclusion, and fair working conditions.
- Engage communities and open opportunities for SMEs and VCSEs.
- Deliver environmental benefits and work towards net zero.
- Tackle modern slavery risks and uphold ethical standards.

10 Trial Service

Landmark offers a clearly defined, timebound evaluation period designed to give clients confidence and clarity before moving into full adoption. This collaborative proof of concept approach allows organisations to explore the capabilities of our geospatial consultancy services, validate outcomes in real scenarios, and ensure our solutions align with their strategic objectives.

For further information, or to discuss arranging an evaluation or proof of concept engagement, please contact the Landmark Team using the details provided in the Document Control section.



