

<b>Business Continuity Policy</b>	
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# **Business Continuity Overview**

## **Introduction**

Care First Training Ltd has an obligation to staff, learners and employers to continue to provide services in a safe environment in the event of an emergency.

An emergency is any event that causes, or has the potential to cause, injury, loss of life, damage to physical or digital property or significant business disruption.

A disaster is the escalation of an emergency to the point where normal conditions are not expected to be recovered for at least 24 hours.

The Board of Directors of Care First Training Ltd is ultimately responsible for all business continuity planning, systems and training. The Board of Directors is also responsible for approving any updates, changes or revision to business continuity policy. However, all employees share responsibility for the successful deployment of the Business Continuity plan, in the case of an emergency event.

## **Purpose**

The purpose of this plan is to prepare our business in the event of extended service outages caused by factors beyond our control and to restore services to the widest extent possible in a minimum time frame.

## **Scope**

The scope of the policy includes all activities related to the planning, administration and delivery of training and services to clients, learners and apprentices. The scope also includes the day to day activities of all employees, staff and associates.

## **Outcome**

The outcome of this plan is to ensure that the business is able to maintain a good level of service for our customers and learners in the event of extended service outages.

## **Plan objectives**

- Serves as a guide for those implementing our business continuity plan
- Assists in avoiding confusion experienced during a crisis by documenting, testing and reviewing recovery procedures.
- References and points to the location of critical data.
- Provides procedures and resources needed to assist in recovery.

## **Key staff**

If a disaster occurs the members of our team tasked with enacting this plan are:

- Dáre Akosile (Executive Director)
- Kaminee Hirani (Executive Director)

## **Priorities in the Event of an Incident**

Care First Training will respond to an emergency in a safe, effective and timely manner, in order to achieve the following priorities:

- to protect staff welfare;
- to support the emergency services;
- to maintain our services with the aim of maintaining learners' progress towards their learning goals;
- to protect Care First Training's assets;
- to assess damages resulting from the incident;
- to restore Care First Training's operations to normal status.

The following organisations may need to be advised of the implementation of the Business Continuity Plan as soon as possible:

- Regus Ltd
- Education and Skills Funding Agency
- Pearson Ltd
- Bircherley Ltd
- Office 365
- Hiscox

In all emergency cases the following must be notified immediately:

- **Education and Skills Funding Agency** 0370 267 0001 or Andrea Clarke 07979 937978 [andrea.clarke@education.gov.uk](mailto:andrea.clarke@education.gov.uk)

## **Staff Welfare**

It must be recognised that an incident that results in the enacting of this plan may also cause additional pressures for staff. Staff members need to be given clear direction about the priorities of the business. Managers must ensure that they monitor staff more closely to ensure that their welfare is maintained.

Staff should be aware of what their role is when a major disruption occurs. Clear and concise communication with staff is pivotal to having an organised response. Staff must be made aware of what communication methods are going to be used so they can find out the latest information, if they are going to be working from a different location than normal.

Managers who suspect that staff members have suffered undue stress or even trauma from the business disruption must consider providing assistance for those staff who have been affected.

## **Communicating with staff**

Communication will be centralised and a Director will be allocated as responsible to contact staff. The primary communication channel will be via text message followed up with confirmation

that the message has been received. Emails will be the secondary form of contact. Contact details for all staff are stored in the Office 365 cloud which is accessible from any device with internet access as well as stored on mobile phones.

Should you restrict who knows specifics about the incident? It will be at the discretion of the Directors with regards to which staff will be informed as some incidences may not require full disclosure. Staff will be forbidden from speaking to the media or posting any information on social networking sites.

It is at the discretion of the Directors to contact customers and stakeholders should it be relevant to them.

## **Learning and Assessment**

Care First Training Ltd is committed to providing consistently high-quality solutions for clients across a broad spectrum of leadership and management development needs. Care First Training Ltd will take reasonable precautions to reduce disruption to delivery, caused by emergency or incident, insofar as is reasonably foreseeable. The purpose of the policy is to ensure that Care First Training Ltd can deliver a plan designed to continue to meet its aims in the event of a major incident which threatens personnel, premises or the operational structure of the service and requires special measures to be taken to restore a normal service.

- Identify areas affected
- Identify obstacles preventing effective learning
- Identify alternative resources e.g. virtual learning (Skype, Online Learning etc)

## **Equipment and Transport**

- Delivery staff all have access to a work laptop and tablets and is expected that event of an incident these will be used to continue business as usual.
- Learners should not be affected by transport issues as all delivery staff attend the workplace. Should delivery staff have problems attending the workplace the Company can provide alternative modes of transport in the form of hire cars and taxi services. Staff can also carry out distance learning sessions from home.
- Business support staff will be required to use personal equipment at home in the event access to the office is not permitted. This will be communicated through their line manager.
- Up-front costs are not envisaged but, in the event, they are required the emergency fund can be used in order to replace equipment. The Directors will in any event contact the insurance company for further advice.
- Replacement equipment will be organised and distributed by the Directors within 4 working days.

## Scenario 1

### Premises incident

A premises incident can include flood, fire, or any other disaster that renders our office inaccessible.

#### Step 1: Evacuation of premises & safeguarding of staff

In office hours

Action	Details	Responsible Person(s)
1. Evacuate the building	Follow normal fire drill procedure	All staff
2. Check evacuation is complete	Staff and visitor safety is the priority. Check everyone on-site has been evacuated	Director(s) or next senior manager
3. Verify if incident is real	If false alarm, resume business as normal	Director(s) or next senior manager
4. Call emergency services	999 / 112	Director(s) or next senior manager
5. Record details of any injuries sustained in the incident	Use injury form available on staff intranet	Director(s) or next senior manager
6. Alert staff	Alert any staff due to arrive on-site soon of the incident, and tell them to await further instructions	Director(s)
7. Assess impact	Senior team meet to assess the scale of the incident & decide next steps	Director(s)

Outside office hours

Action	Details	Responsible Person(s)
1. First person on-site to notify manager	Do not enter the building	All staff
2. Call emergency services	999 / 112	All staff

3. Alert Senior Manager/Director	Call or email Director(s) or next available senior manager	All staff
4. Alert staff	Alert any staff due to arrive on-site soon of the incident, and tell them to await further instructions	All staff
5. Assess impact	Senior team meet to assess the scale of the incident & decide next steps	Directors and SMT

## Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
Phones	Staff to use personal mobile phones. Contact telephone provider to forward office lines to staff mobiles.	Director(s)
Internet	Staff to use home internet connections. If home connection unavailable contact local shared office providers (Regus) to rent desk space	Director(s)
Inform insurance company	Contact details: Hiscox 01206 773 777	Director(s)
Inform landlord	Contact details: Regus – 01277 725000	Director(s)
Post redirection	Contact Royal Mail	Director(s)
Inform customers/learners/employers	If disruption is expected, inform customers via email and telephone.	Director(s)

## Scenario 2

### Infrastructure incident

An infrastructure incident can include the loss of computer / telephony systems, internet access, or power.

#### Step 1: Understand the extent of the loss

Infrastructure	Details	Responsible Person(s)
Phones	Contact phone provider to ascertain extent of outage. Contact details: Regus – 01277 725000	Director(s)
Mobile Phones	Contact phone provider to ascertain extent of outage. Contact details: EE - 0800 956 6000 Three – 0800 033 8022	Director(s)
Internet	Contact internet provider to ascertain extent of outage. Contact details: Regus – 01277 725000	Director(s)
Mains power	Contact power provider to ascertain extent of outage. Contact details: Regus – 01277 725000	Director(s)
Business critical systems	PICS and Smart Assessor held on external servers PICS: 01603 492620 Smart Assessor: 08454604440	Director(s)
Back up of data	All systems are backed up, cloud based or hosted on external servers. PICS: 01603 492620 Smart Assessor: 08454604440 Office 365: 0800 026 03 30	Director(s)

If outage is temporary, inform staff to stay put and await further instructions. If the outage is ongoing:

## Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
Phones	Staff to use personal mobile phones. Contact telephone provider to forward office lines to staff mobiles	Director(s)
Internet	Staff to use home internet connections. If home connection unavailable contact local shared office (Regus) providers to rent desk space	Director(s)
Mains power	Staff to work from home until power is restored. If power outage is widespread and staff homes are also affected contact local shared office providers to rent desk space.	Director(s)
Business critical systems	PICS and Smart Assessor held on external servers PICS: 01603 492620 Smart Assessor: 08454604440	Director(s)
Back up of data	All systems are backed up, cloud based or hosted on external servers. PICS: 01603 492620 Smart Assessor: 08454604440 Office 365: 0800 026 03 30	Director(s)

### Scenario 3

#### Staff incident

A staff incident can include a sudden family emergency, injury or other event which renders a key member of staff suddenly unable to work.

#### Step 1: Ensure no service interruption

Critical activity	Details	Responsible Person(s)
1. Identify interchangeable staff	All members of staff should have team members who can perform their roles, even if it is in a reduced capacity. Identify the relevant person and support them in carrying out business-critical activities	All staff
2. Assess extent of loss	Identify whether the affected staff member's absence is likely to be temporary, longer-term, or permanent. Keep in mind this may be a difficult period for the staff member and / or their family.	Line manager

If the staff loss is temporary, support the member of staff who will be filling the gap until the absent member of staff returns. If the absence is long-term or permanent:

#### Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
1. Recruit temporary or full-time replacement	Follow the standard recruitment procedure to find a full-time, part-time or fixed-term contract (as appropriate) replacement.	Line manager

## Recovery phase

The purpose of the recovery phase is to resume normal working practises for the entire organisation. Where the impact of the incident is prolonged, normal operations may need to be delivered under new circumstances e.g. from a different building.

<b>Action</b>	<b>Details</b>	<b>Responsible Person(s)</b>
1. Agree and plan the actions required to enable recovery of normal working practises	Agreed actions will be detailed in an action plan and set against time scales with responsibility for completion clearly indicated.	Director(s)
2. Respond to any long-term support needs of staff	Depending on the nature of the incident, we may need to consider providing support services	Director(s)
3. Publicise that there is now 'business as usual'	Inform customers through normal channels that our business is operating as normal	Director(s)
4. Carry out a debrief of the incident and complete report to document opportunities for improvement and any lessons identified	This should be reviewed to ensure key actions resulting from the incident are implemented within designated time scales.	Director(s)
5. Review this Continuity Plan considering lessons learned from incident and the response to it	Implement recommendations for improvement and update this plan. Ensure a revised version of the plan is read by all members of staff.	Director(s)