



Business Continuity Plan

Eastern Region Roof Training Group Ltd

Prepared by:	<i>Clive Coote</i>
Approved by:	<i>Clive Coote</i> <i>Company Director</i>
Status & review cycle	Statutory Annual
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Purpose

The purpose of this plan is to prepare Eastern Region Roof Training Group (ERRTG) and Eastern Region Roof Training Group (ERTG) for the event of extended service outages caused by factors beyond ERRTG's control and to restore services to the widest extent possible in a minimum time frame.

This continuity plan also covers actions needed as part of an Emergency Action Plan to respond to an incident or emergency linked to people entering the premises to cause disruption or harm to our service and those attending. This could include an act of terrorism or an individual attempting to harm the children and adults on site.

The following premises are covered in this document:

Eastern Region Roof Training Group, Unit 6, Lower Brook Street, Ipswich, Suffolk, IP6 8JP

Outcome

The outcome of this plan is to ensure that the business can maintain a good level of service for its customers and to ensure the safety of those on the premises in case of an untoward event.

Plan objectives

- To clearly identify the roles of staff when responding to an untoward incident or emergency.
- Serves as a guide for those implementing the 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 the ERRTG/ERTG team tasked with enacting this plan are:

- Clive Coote (Managing Director)
- Kate Tarascio (Designated Safeguarding Lead & Apprenticeships and Schools Manager)
- Dominic Del Guidice (Deputy Designated Safeguarding Lead Tutor)
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Staff Welfare

In any emergency the health and happiness of ERRTG/ERTG staff is the primary concern. This section serves as an important reminder that, while recovering from a disaster is important for the business, the welfare of the team comes first. For example:

- 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 aiding those staff who have been affected.

Communicating with staff

- Communication will be centralised and delivered by the those named above?
- The primary communication channel will be via text.
- Contact details for all employees are held with the Company Director and this will be accessible in the event of an incident.
- In the event of an incident communication externally should be restricted until an official statement is produced by the Company Director.
- Staff are forbidden from speaking to the media and all media enquiries should be passed to the Company Director.

Equipment

- For employees that have access to a laptop, they are required to continue to work remotely.
- All data is backed up off site and the Company Director will liaise with the IT company regarding restoration.

Scenario 1

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

The actions below are an example of how this incident could be.

Step 1: Evacuation of premises & safeguarding of staff (*During office hours*)

Action	Details	Responsible Person(s)
1. Evacuate the building	Follow normal fire drill procedure	Vas Fox /Dominic Del-Guidice
2. Check evacuation is complete	Staff and visitor safety is the priority. Check everyone on-site has been evacuated	Vas Fox/ Dominic Del-Guidice
3. Designated staff member to check the sign in sheets & tutors to check registers.		Vas Fox/ Dominic Del-Guidice
4. Verify if incident is real	If false alarm, resume business as normal	Vas Fox/ Dominic Del-Guidice
5. Call emergency services	999 / 112	Clive Coote

6. Record details of any injuries sustained in the incident	Use injury form available on staff intranet	All Staff
7. Alert staff	Alert any staff due to arrive on-site soon of the incident, and tell them to await further instructions	Clive Coote/Kate Tarascio
8. Assess impact	Senior team meet to assess the scale of the incident & decide next steps	Clive Coote

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 staff	Alert any staff due to arrive on-site soon of the incident, and tell them to await further instructions	All staff
4. Assess impact	Senior team meet to assess the scale of the incident & decide next steps	Clive Coote

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	Clive Coote
Internet	Staff to use home internet connections. If home connection unavailable contact local shared office providers to rent desk space	Clive Coote
Inform insurance company	Contact details: AXA 01473 567890	Clive Coote/

	Policy 5678943C	
Inform landlord	Contact details: Peter Blemmings 07949 678578	Clive Coote
Post redirection	Form available on company intranet	Clive Coote
Inform customers	If disruption is expected, inform customers via email	Clive Coote/Kate Tarascio

Scenario 2

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

The actions below are an example of how this incident could be handled - you should customise this section to suit your business.

Step 1: Understand the extent of the loss.

Infrastructure	Details	Responsible Person(s)
Phones	Contact phone provider to ascertain extent of outage. Contact details: Lucid	Clive Coote or designated second
Internet	Contact internet provider to ascertain extent of outage. Contact details: John.Bradbrook@anyit.com	Clive Coote
Mains power	Contact power provider to ascertain extent of outage. Contact details: British Gas – 0300 600500 Policy 4598578	Clive Coote or designated second

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	Clive Coote

Internet	Staff to use home internet connections. If home connection unavailable contact local shared office providers to rent desk space	Clive Coote
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.	Clive Coote

Scenario 3

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.	Clive Coote/Kate Tarascio

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.	Clive Coote

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.

The actions below are an example of how the recovery phase could be handled.

Action	Details	Responsible Person(s)
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.	Clive Coote
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	Clive Coote Kate Tarascio Dominic Del Guidice
3. Publicise that there is now 'business as usual'	Inform customers through normal channels that our business is operating as normal	Clive Coote
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.	Clive Coote Kate Tarascio
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.	Clive Coote

Scenario 4

Person or Persons unknown enter the site and become threatening to staff and learners or there is immediate threat of harm to all.

The actions below are an example of how this incident could be.

Step 1: Place of Safety or Evacuation of premises & safeguarding of staff and attendees

Action	Details	Responsible Person(s)
1. Challenging visitors	Anyone without a visitor badge should be challenged and directed to sign in to authenticate their right to be on site.	All staff
2. Verify visitor sign in.	If someone has been challenged re signing in, a check should be made with the office that they have done so	Staff member who has made the challenge
3. Concern raised re visitor intention	Any visitor unwilling to sign in, give their name and purpose of visit should be asked to leave the premises immediately. Any details of appearance or vehicle should be noted and given to MD or DSL. Concerns should be relayed to the police with any details of the person or persons involved.	Clive Coote, Kate Tarascio Dominic Del Guidice
4. Immediate risk to safety	DO NOT set off the fire alarm Alert colleagues using the Walkie Talkie system you have with you, using the agreed protocol for alerting staff of imminent danger All persons with legitimate reasons to be on site should be moved to a place of safety. Ideally this should be into the warehouse and all shutters and doors closed and secured. Alternatively, evacuation should be to the nearest classroom until given all clear by Clive Coote or Kate Rupp. Clive or Kate (or any other person delegated to the task) should call 999 /112	Clive Coote/Kate Tarascio + all staff
5. Injuries sustained in the incident	Administer first aid as required Use injury form available on staff intranet	All staff

6. Post incident actions	Clive or Kate will delegate the following actions to the team as needed Ensuring the welfare of children and vulnerable adults on site Reporting to schools, as needed Liaising with authorities as required Ensuring the wellbeing of the staff Assessing damage to the building Hot debrief	Clive Coote/Kate Tarascio
7. Assess impact	Senior team meet to assess the scale of the incident & review. Cold debrief	Clive Coote