Business Continuity Plan

Achieve UK Training
95 Grove Lane,
Handsworth,
Birmingham,
West Midlands,
B21 9HF
Email: contact@achieveuktraining.com
Web: www.achieveuktraining.com

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Business Continuity Overview

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. **Manav Arora is nominated as the person responsible for notifying the awarding body of any changes to the Business Continuity.**

Outcome

The outcome of this plan is to ensure that the business is able to maintain a good level of service for our customers

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:

- Mr Manav Arora (Managing Director)

Staff Welfare

In any emergency the health and happiness of your staff will always be your primary concern. This section serves as an important reminder that, while recovering from a disaster is important for the business, the welfare of our team always comes first.

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

Staff is 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 is 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.

Scenario 1

Premises incident

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

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

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	Mr Manav Arora
2. Check evacuation is complete	Staff and visitor safety is the priority. Check everyone on-site has been evacuated	Mr Manav Arora
3. Verify if incident is real	If false alarm, resume business as normal	Mr Manav Arora
4. Call emergency services	999 / 112	Mr Manav Arora
5. Record details of any injuries sustained in the incident	Use injury form available on staff intranet	Mr Manav Arora
6. Alert staff	Alert any staff due to arrive on-site soon of the incident, and tell them to await further instructions	Mr Manav Arora
7. Assess impact	Senior team meet to assess the scale of the incident & decide next steps	Mr Manav Arora

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	Mr Manav Arora

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	Mr Manav Arora
Internet	Staff to use home internet connections. If home connection unavailable contact local shared office providers to rent desk space	Mr Manav Arora
Inform insurance company	Contact details:	Mr Manav Arora All staff
Inform landlord	Contact details:	Mr Manav Arora
Post redirection	Form available on company intranet	Mr Manav Arora
Inform customers	If disruption is expected, inform customers via email	Mr Manav Arora

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:	Mr Manav Arora
Internet	Contact internet provider to ascertain extent of outage. Contact details:	Mr Manav Arora
Mains power	Contact power provider to ascertain extent of outage. Contact details:	Mr Manav Arora

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	Mr Manav Arora
Internet	Staff to use home internet connections. If home connection unavailable contact local shared office providers to rent desk space	Mr Manav Arora
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.	Mr Manav Arora

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.

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

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.	Mr Manav Arora
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	Mr Manav Arora
3. Publicise that there is now 'business as usual'	Inform customers through normal channels that our business is operating as normal	Mr Manav Arora
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.	Mr Manav Arora
5. Review this Continuity Plan in light of 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.	Mr Manav Arora

If you have any further questions, please do not hesitate to contact us on contact@achieveuktraining.com

Approved by:
Manav Arora
Director and Head
01 March 2025