

# Business Continuity Policy

Version 4

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## Contents

1. Introduction
2. Purpose
3. Scope
4. Policy statement
5. Benefits
6. Ensuring continuity - a summary of action including ESFA contact
7. Business Continuity Plan- aim
8. Risk mitigation
9. References
10. Risks

Queries to be directed to:	Lisa Appleton-Learning and Skills Manager
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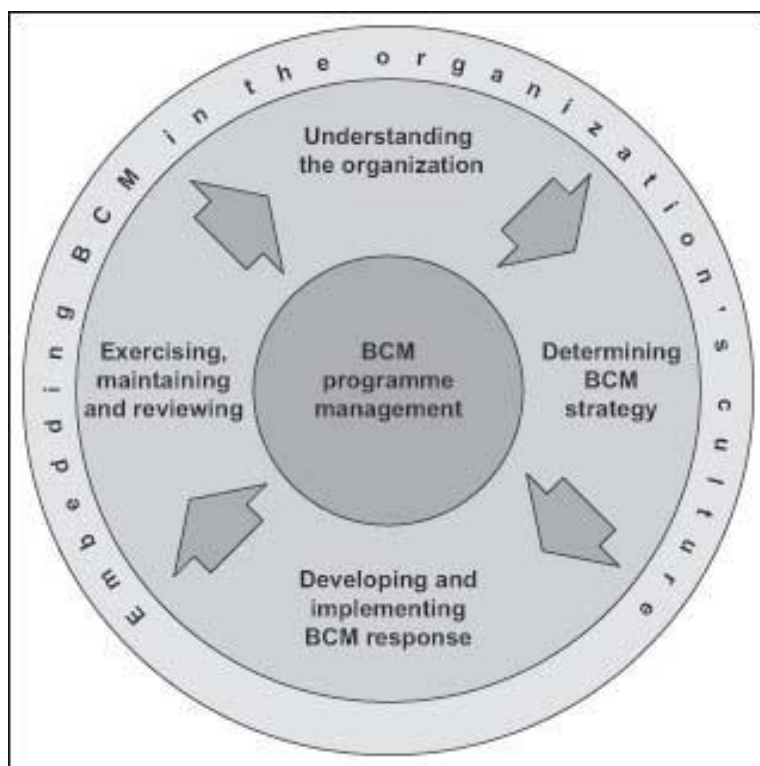
This policy will be reviewed annually. Trade Techs reserves the right to amend this policy at any time, to reflect learning in the sector, including learning from published serious case reviews.

Date created	April 2018
Date of last review	May 2022
Date of next review	May 2023

## 1. Introduction

This policy outlines the scope and approach to business continuity management (BCM) within Trade Techs. For the purpose of this policy, business continuity is defined as a framework for creating and improving resilience and which will enable Trade Techs to continue to deliver an acceptable level of service of its critical activities in the event of any unexpected disruption.

The methodology adopted by Trade Techs follows guidance laid out in the Business Continuity Standard (BS25999). This standard establishes the process, principles and terminology of Business Continuity Management (BCM), providing a basis for understanding, developing and implementing business continuity within organisations and to provide confidence in business to business and business to customer dealings.



## 2. Purpose

As a business and a supplier of services to further education services as well as local and national government offices, Trade Techs is required to meet the standards that these commissioning authorities work to.

The policy shall make reference to:

- a) the organisation's business continuity objectives and
- b) the scope of business continuity, including limitations and exclusions

The policy shall be:

- a) Approved by top management
- b) Communicated to all persons working for and on behalf of the organisation
- c) Reviewed at planned intervals and when significant changes occur

The aim of this policy is to ensure that the appropriate business continuity management system framework is in place within each department/service so that it can meet these requirements and, by doing so:

- Reduce the risk of interruption or negative impact on delivery to key business services
- Minimise disruption and enable full restoration of services within locally agreed recovery time objectives
- Ensure that business continuity management principles are embedded in the daily operational activities and culture of the organisation

### **3. Scope**

This policy will apply to all aspects of Trade Techs, which, in addition to all corporate and office-based activities will include:

- Staff based at home
- Staff based at remote or 3rd party locations
- All external facilities, employers, suppliers, contractors and third parties that the organisation/services rely upon for business services and products

### **4. Policy Statement**

The organisation's corporate services business groups, frontline services and any other offices will develop, implement and maintain their own risk-based business continuity plans and will ensure that they identify:

- Key staff, business critical activities, systems and services
- Any internal or external service dependencies
- The risks associated with those dependencies and how they can be addressed
- Recovery time objectives
- Potential fall-back options in the event of denial of access to buildings
- Out of hours contact arrangements

All business continuity plans must be owned and signed off by the Learning and Skills Manager who will be responsible for ensuring that:

- Plans are maintained and provide an ongoing capability for responding to unexpected incidents
- Employers are made fully aware of the impact this may present regarding apprentices
- A programme is in place to ensure plans are regularly tested and reviewed (at least annually)
- The necessary in-house resource and expertise are provided to develop, implement and manage the plan, as well as post incident recovery
- Staff are made aware of the BCM process and that those with business continuity roles receive regular training
- Roles and responsibilities are clearly defined within the plan
- Plans contain a risk-based business impact analysis that identifies all critical activities and time sensitive business objectives, key suppliers and interdependencies
- That key suppliers or business partners which support a critical activity have effective BCM arrangements in place and can evidence this
- A business continuity risk register is developed and maintained

### **5. Benefits**

This policy is designed to provide a clear commitment by Trade Techs to business continuity management across the whole organisation. Effective business continuity will enable the Trade Techs, its partners, suppliers and other offices to:

- Continue to provide critical services to the public, business partners and other stakeholders during unexpected incidents
- Minimise disruption and enable full restoration of services in the event of an incident
- Comply with accepted standards of corporate governance
- Reduce the operational and financial impact of any period of disruption
- Ensure that all key personnel are identified and made aware of their responsibilities in regard to any recovery procedure
- Improve the resilience of the organisation's infrastructure to reduce the likelihood of disruption
- Ensure that the business continuity management structure is embedded in the day-to-day operational activities and culture of the business

## **6. Ensuring continuity – Key Contacts**

The plan is directly distributed to:

- Lisa Appleton            Learning & Skills Manager
- Kathy Howard            Quality Lead

Electronic copies are held on USB drives at the homes of the above staff.

The plan is owned by: Lisa Appleton, Learning & Skills Manager, who is responsible for ensuring that it is maintained, exercised and updated in accordance with internal requirements for business continuity.

The Learning & Skills Manager holds direct contact information for the following partners directly dependent on our business;

ITEC NE Ltd  
Tees Valley Combined Authority  
Education Skills Funding Agency

*IT Systems* - Trade Techs recognises the increasing importance of IT systems to the successful delivery of our business, particularly a reliance on email communication and data management.

As a minimum standard Trade Techs will ensure the following measures are implemented and maintained:

- Daily back up of IT
- Regular Virus updating of all IT hardware including site-based apparatus to ensure that virus protection is optimised.
- A written IT Policy defining unacceptable misuse of IT equipment to minimise the risk of staff downloading malicious files / viruses.
- The availability of staff mobile phones and storing of a list of personal mobile numbers so that in the case of land line telephones going dead, there is a temporary back up solution.

*Disease Epidemics* - It is important that for Employers and apprentices, Trade Techs ensures full communication regarding impact. Trade Techs have recognised the possible impact of a disease / flu epidemic as potentially drastically reducing a healthy work force. In order to ensure that Trade Techs can minimise the risk of infection to our work force and reduce potential disruption to our services some basic criteria have been identified.

- Awareness of World Health Organisation & Government Controls in the case of an epidemic - first and foremost to realise the importance of complying with these control measures to minimise the risk to the larger population and health of our own workforce. In the most extreme cases we recognise that we would unavoidably have to shut our premises / sites down if instructed but would view this as an unlikely circumstance.
- Education of the staff base – an agreed percentage of staff will be trained in First Aid to ensure that they are aware of the basics involving the transfer of disease / infections.
- Local safeguards - all managers will ensure that wash areas are kept clean and available at all times and that any repairs or re-charging of soap or hand towel dispensers is carried out as a priority
- Monitoring of staff, volunteers and service users in the incident of a possible outbreak - if the Government raises the possibility of an epidemic all managers will be instructed to monitor all those present for signs of infection and to send them home where there is a relevant case and notify the HSE. In these circumstances, managers will ensure that a report is sent immediately to the HSE and that all due precautions are taken to avoid further infection/contamination. Any guidance from the World Health Organisation or the Chief Medical Officer of Great Britain will be disseminated widely using all communications systems available as required.
- Ability to work remotely / at home – where work does not have to be carried out in the office staff can access documents / email from home-based computers, meaning that even if a site cannot open, information exchange can continue and core administrative activities can be undertaken remotely e.g. payroll.

*Natural Disasters / Extreme Weather / Fire* - Trade Techs recognises that such events are likely to be localised, notwithstanding the affects of flooding which can cover wide geographical areas. In such an event our priority will be to ensure the safety of our workforce and the general public (if affected) through co-ordination with the relevant emergency services. Once we are satisfied that all parties are safe, and the disaster / event is over we will aim to assess the damage to our sites / business premises as soon as possible and put together specific contingency plans to put our services back on track. Where the disaster has damaged a building, we will go through the proper channels with our insurers to identify costs and put works on track.

*Industrial Action / Mass Resignations* - Trade Techs has assessed the risk of mass industrial action / staff walk out as extremely unlikely, especially for key management staff, given our low staff turnover and 'open' communication culture which encourages early resolution of any dissatisfactions or staff problems.

We also recognise the importance of holding regular supervision and contribution reviews to sustain employee motivation.

We recognise that any action that affects all employees, such as pay cuts or redundancies, must be carried out with appropriate consultation and recognition of their rights and relevant legislation.

*Economic Downturn* - Trade Techs recognises the risk that an economic downturn poses to the continued successful operation of our business. In the case of the current downturn a structured financial review has been implemented in all of our managing to target cost efficiency savings, identify any potential need for redundancies, and to forecast future cash flow and its effect.

Continuous monitoring of the economic environment in which we operate and our own financial performance is embedded in regular reporting and audit.

*Frequency of Testing* - Trade Techs recognises that it is important to test our continuity mechanisms so that we can be sure that they will operate effectively in 'real' circumstances.

## **BUSINESS CONTINUITY MANAGEMENT PLAN**

### **LOSS OF BUSINESS LOCATION/STAFF UNAVAILABILITY**

#### **1. Aim of this Plan**

To help prepare the business to minimise the risk or cope with the effects of a major incident which involves the loss or prolonged unavailability of one or more of our business locations or staff.

#### *Approach*

This plan details the steps to be taken which are common to all locations in order to avoid or minimise the likelihood of the occurrence of such an incident and the impact of that incident should it occur (Risk Mitigation).

It also identifies the steps to be taken which are common to all locations should such an incident occur (Action Required Following Occurrence of Incident).

The plan identifies 4 key roles should an incident occur:

- Nominating an Incident Support Manager, Lisa Appleton, Learning and Skills Manager
- Providing advice and support to staff
- Ensuring Public Affairs are informed if there is a possibility of media interest
- Lisa Kiely will lead, on the ground, with immediate issues relating to staff, learners and other stakeholders using our service and continuing to provide local services.

#### *Responsibilities include:*

- Informing insurers, co-ordinating claims and discussions with loss adjusters
- Support as regards provision of alternate premises, services and supplies.
- Providing practical help and advice to other staff

#### **2. Risk Mitigation**

This section outlines the existing arrangements which should be in place in all locations to avoid or minimise the likelihood of an incident taking place and to reduce the impact should such an incident occur. It is the responsibility of managers with responsibility for the location to make sure these arrangements are, indeed, in place and, if they are not, to take immediate action to put them in place.

Staff	<p>Record out of office contact details for all staff so that contact can readily be made advising them of the situation and arrangements to be made should an incident occur. Identify extent to which they can work from home if necessary. Contact lists should be kept securely off-site and copied into a "Business Continuity" folder</p> <p>In the event of an outbreak of a serious disease, or in the event of staff being unavailable or unable to get into work, managers must ensure they have suitable plans for notifying partner agencies, referrals sources, service users, commissioners, other stakeholders and their staff group of the measures being taken to manage the situation. These measures may include working from a different location, reducing contact with other staff and service users (emergencies only), ensuring suitable health and hygiene measures are implemented and used.</p>
Learners	<p>Record contact details for all learners so that contact can readily be made advising them of the situation and arrangements to be made should an incident occur. Contact lists should be kept securely off-site and copied into a "Business Continuity" folder</p>
Critical Suppliers	<p>If any supplies are crucial to the running of the service/function compile a list of these critical suppliers with contact details so that replacement items can be easily obtained. Contact lists should be kept securely off-site and copied into a "Business Continuity" folder</p>
Communication systems	<p>In the event of a failure of telephony or IT equipment/systems, ensure that the issue is reported and escalated according to the requirements of the system involved.</p> <p>If access to the Trade Techs IT system is due to local telephone or cabling issue then alternative work areas can be sought. Trade Techs systems are designed to be resilient and accessible as long as a suitable internet connection can be established; accessing data on insecure Wifi provision is not permitted.</p>
Stakeholders/ Commissioners/ Partners	<p>Compile a contact list of contacts so that stakeholders etc can be informed of the situation. Contact lists should be kept securely off-site and copied into a "Business Continuity" folder, including ESFA contact which is included within this policy.</p>
Premises	<p>Ensure all property risk assessments are in place and all recommendations acted on including provision of fire exit notices, fire detection and/or fire suppression systems, appointment and training of fire wardens and regular fire drills and testing of evacuation procedures and equipment.</p> <p>If safe and/or possible, take appropriate action prior to an event in order to minimise the potential impact, e.g. In the case of a potential flood it may be possible to use sandbags, in the case of severe weather like high winds, it may be possible to board doors and windows etc.</p> <p>In the event that heavy snowfall is predicted, take appropriate action to ensure that a plentiful supply of salt/grit and/or snow shovels are available to help clear access routes to the premises if necessary.</p>

	<p>During a terrorist alert/attack, it may be the case that mobile phone signals are suspended for a period of time and it would be prudent to familiarise yourselves with the nearest public phone booths. Public transport links might also be affected/suspended and thought should be given to making contingency transport arrangements during such an event.</p> <p>Where possible identify and record alternative temporary premises in advance which could be used in the event of incident. If not possible identify short list of letting agents/serviced office providers who could provide alternative accommodation at short notice.</p>
Service Delivery	<p>The Learning and Skills Manager should ensure that detail plans are formulated in advance where it is practical to do so, that they are kept up to date and that staff are aware of them.</p> <p>It may be useful to conduct "rehearsals" on a periodic basis. However, it may not always be possible to plan, in advance, for every eventuality given the potential differing degrees of seriousness of each situation and the variability of the services we may run at any particular time.</p> <p>Even if it not practical in particular situations location managers should give some thought as to the steps they would need to take generally should a situation arise and record and share their thoughts.</p> <p>Note that requirements from commissioners may call for detailed recovery plans to be compiled in advance for certain activities /services. When this is the case it is the responsibility of the service/area concerned to prepare those plans to the level of detail required by the Commissioners.</p>

### *Layout & Use*

Where possible, topics are not longer than one page. In the printed version, topics are arranged alphabetically. For each Risk we set out:

- Likely Scenario - the most likely reasons for problems to occur
- Probability – the likelihood of the risk occurring (high, medium, low)
- Impact – will the impact on our business be high, medium or low?
- Functions Affected – what business functions the problem impacts
- Action – what to do when the interruption occurs
- Responsibilities – who takes what actions
- Mitigation – what is the organisation doing to minimise the risk before it happens
- Constraints – the practicalities of dealing with the risk
- Resources – the implications for costs, staffing, facilities etc.

### *Communications*

Whenever we say contact or advise departments, the organisation will usually do this by mass email, or by email or phone to the Senior Manager for affected services in each department. If email or phones are not operational, this will be done verbally.

## **3. References**



Guidelines, standards, "how to" information

- Business Continuity Institute [www.thebci.org](http://www.thebci.org)
- TechRepublic [www.techrepublic.com](http://www.techrepublic.com)

#### *Disaster Recovery Companies*

These companies provide emergency response services e.g. IT Solutions  
Disaster Recovery Solutions [www.disasterrecoveryolutions.co.uk/](http://www.disasterrecoveryolutions.co.uk/)

#### **4. Risks**

Can't find what you want?

If you cannot find a risk that exactly matches the incident you are managing, look for a similar risk and use that as a model. At all stages keep any affected departments or person(s) closely advised of progress – negative and positive progress. This is especially important for missing documents or data.

Do not hesitate to advise the Learning and Skills Manager of the incident and of progress.

*If any incident could possibly involve the press or public, immediately contact Lisa Appleton, Learning and Skills Manager*

After every incident, a standard set of tasks must be done. These have not been repeated under each risk, but they must still be done:

- Return all managing and services to their original form
- Contact all affected departments and suppliers, to advise them that the incident is over, and things are back to normal
- Thank everyone involved, preferably by personal phone call or email
- Review the way we managed the incident, and consider if we need to change anything – if so, change it in this document too

<b>Risk</b>	Building loss
<b>Probability</b>	Low
<b>Impact</b>	High
<b>Likely Scenario</b>	Fire, Impact Damage, Explosion, Flood
<b>Functions Affected</b>	All
<b>Action</b>	<ul style="list-style-type: none"> <li>• Contact Learning and Skills Manager to assess damage and availability and timing of alternative locations.</li> <li>• Contact all organisation staff and suppliers to arrange alternate locations and contact details.</li> <li>• If documents have been destroyed these can be accessed via the backup systems.</li> <li>• If documents have been damaged, see Fire and Water Damage.</li> <li>• Learning and Skills Manager to liaise with supplier and divert phone numbers to mobile phones so staff can work remotely</li> </ul>
<b>Responsibilities</b>	Learning and Skills Manager
<b>Mitigation</b>	n/a
<b>Constraints</b>	The companies' general emergency procedures override these instructions if there are any conflicts.
<b>Resources</b>	Main Office (Encapsulating desks, tables, chairs, cupboards, personal computers, laptops and printers)

<b>Risk</b>	Loss of Delivery Premises
<b>Probability</b>	Low
<b>Impact</b>	High
<b>Likely Scenario</b>	Fire, Impact Damage, Explosion, Flood, Premises closure
<b>Functions Affected</b>	Managing Department
<b>Action</b>	<ul style="list-style-type: none"> <li>• Contact Learning and Skills Manager to availability and timing of alternative locations.</li> <li>• Contact all organisation staff and suppliers involved with the delivery to arrange alternate locations and contact details.</li> <li>• If documents have been destroyed these can be accessed via the backup systems.</li> <li>• If documents have been damaged, see Fire and Water Damage.</li> <li>• Learning and Skills Manager to liaise with funder and supplier and arrange alternative delivery location</li> </ul>
<b>Responsibilities</b>	Learning and Skills Manager
<b>Mitigation</b>	n/a
<b>Constraints</b>	The companies' general emergency procedures override these instructions if there are any conflicts.
<b>Resources</b>	Delivery location

<b>Risk</b>	Terrorist Attack
<b>Probability</b>	Medium
<b>Impact</b>	High
<b>Likely Scenario</b>	Fire, Impact Damage, Explosion,
<b>Functions Affected</b>	All
<b>Action</b>	<ul style="list-style-type: none"> <li>• Call 999</li> <li>• Follow evacuation procedure/ Prevent risk assessment as appropriate</li> <li>• Contact Learning and Skills Manager to assess damage and availability and timing of alternative locations.</li> <li>• Contact all organisation staff and suppliers to arrange alternate locations and contact details.</li> <li>• If documents have been destroyed these can be accessed via the backup systems.</li> <li>• If documents have been damaged, see Fire and Water Damage.</li> <li>• Learning and Skills Manager to liaise with supplier and divert phone numbers to mobile phones so staff can work remotely</li> <li>• Learning and Skills manager to liaise with police and emergency services and inform next of kin for any involved parties</li> </ul>
<b>Responsibilities</b>	Emergency Services /Learning and Skills Manager
<b>Other contacts</b>	Learning and Skills manager to inform ESFA, other stakeholders as appropriate
<b>Constraints</b>	The emergency services general emergency procedures override these instructions if there are any conflicts.

<b>Risk</b>	Documents lost or not accessible – Electronic
<b>Probability</b>	Low
<b>Impact</b>	Varies
<b>Likely Scenario</b>	Documents accidentally deleted
<b>Functions Affected</b>	Varies, depending on who is requiring the document and for what reason.
<b>Action</b>	<p>Immediately:</p> <ul style="list-style-type: none"> <li>• Contact IT Supplier and report problem and if necessary request recreation from backup</li> <li>• Advise all affected departments</li> <li>• If problem cannot be fixed by recreation from backup, investigate ways and need to recreate from paper files, or from individual staff members or supplier documents etc. – involve necessary members of the senior management team.</li> </ul>
<b>Responsibilities</b>	IT Supplier
<b>Mitigation</b>	IT Backup; all electronic documents are created and stored on a secure server, backups of which are created daily and stored off site.
<b>Constraints</b>	IT Backup – In general, restorations can only be done on the basis of whole directories at one point in time. Potential loss of 24 hours business, worst case scenario. Documents that haven't been saved following the correct procedure will not be investigated.
<b>Resources</b>	IT Backup

<b>Risk</b>	Documents lost – Hardcopy
<b>Probability</b>	Low
<b>Impact</b>	Varies – depending on the point at which the documents are lost
<b>Likely Scenario</b>	Staff/post error, fire/water/storm damage
<b>Functions Affected</b>	Admin department mainly. Potentially all departments in the long term.
<b>Action</b>	Immediately: <ul style="list-style-type: none"> <li>• Check server and local machine for possible locations</li> <li>• If these can't be found electronically contact Learning and Skills Manager to report problem</li> <li>• Advise all affected departments and discuss short and long term implications</li> <li>• Investigate ways and need to recreate from other paper or electronic files, or from individual staff members or supplier documents etc. – involve all senior management</li> </ul>
<b>Responsibilities</b>	Learning and Skills Manager
<b>Mitigation</b>	IT Backup; some documents are created and stored on a secure server, backups of which are created daily and stored off site.
<b>Constraints</b>	IT Backup – In general, restorations can only be done on the basis of whole directories at one point in time.
<b>Resources</b>	IT Backup

<b>Risk</b>	Email or network connection down
<b>Probability</b>	Low
<b>Impact</b>	High
<b>Likely Scenario</b>	A malfunction in the computer system or on the local area network (LAN)
<b>Functions Affected</b>	The whole business (will lose, phone lines, connection to email exchange)
<b>Action</b>	<ul style="list-style-type: none"> <li>• Contact external provider to investigate the internet line issue. Contact departments verbally and explain the situation and ask that all communications are done by mobile phone or put on hold until further notice.</li> <li>• If problem proceeds 2 hours organise for staff to go to offsite location and work. (see section on Building loss for action related to staff working remotely)</li> <li>• When the system is available again, arrange port openings on the system.</li> </ul>
<b>Responsibilities</b>	Learning and Skills Manager
<b>Mitigation</b>	n/a
<b>Constraints</b>	n/a
<b>Resources</b>	Mobile phone, verbal communication

<b>Risk</b>	Fire or water damage to documents
<b>Probability</b>	Low
<b>Impact</b>	Low - if the damage occurs after the documents have been scanned on to the system
<b>Likely Scenario</b>	Accidental exposure to liquid, weather damage or fire damage
<b>Functions Affected</b>	Compliance and Administration. Potentially all departments in the long term.
<b>Action</b>	<ul style="list-style-type: none"> <li>• If water problem occurs when organisation staff are present and is in an organisation-controlled area put tarpaulin over affected shelves, cupboards or general office furniture.</li> <li>• Any drying should begin within 24 hours to minimise damage.</li> <li>• Advise all departments to the extent of problem and likely delays.</li> <li>• If documents are lost, see Documents Lost</li> </ul>
<b>Responsibilities</b>	Learning and Skills Manager
<b>Mitigation</b>	n/a
<b>Resources</b>	email; phones



<b>Risk</b>	Hardware problems
<b>Probability</b>	Low
<b>Impact</b>	Low
<b>Likely Scenario</b>	Malfunctioning PC, printer, scanner, data projector, etc.
<b>Functions Affected</b>	Any
<b>Action</b>	<ul style="list-style-type: none"> <li>• For PCs and printers, contact the IT supplier; switch to another PC or printer in the meantime</li> <li>• For other hardware (e.g. scanners, data projector) contact the supplier or manufacturer if problem cannot be resolved by IT supplier</li> </ul>
<b>Responsibilities</b>	Learning and Skills Manager
<b>Mitigation</b>	SLA in place with supplier for regular maintenance and replacement when required.
<b>Constraints</b>	SLA with supplier
<b>Resources</b>	Phone, email

<b>Risk</b>	Loss of Staff (key members)
<b>Probability</b>	Low to Medium
<b>Impact</b>	Varies dependent on level and knowledge
<b>Likely Scenario</b>	A key staff member may be incapacitated for a period of time, for example, on long term sick leave Flu pandemic and the need to protect those at work and provide cover for those who are off work Leaving the business
<b>Functions Affected</b>	Department where the staff member is closest related to.
<b>Action</b>	<ul style="list-style-type: none"> <li>• Agency or Learning and Skills Manager to provide cover</li> <li>• Recruit replacement in notice period</li> <li>• All procedures to be documented</li> <li>• Ensure all 'critical' staff can telecommute if necessary</li> </ul>
<b>Responsibilities</b>	Learning and Skills Manager
<b>Mitigation</b>	Guidance and procedure to be developed.
<b>Constraints</b>	Experience/Knowledge for particular role
<b>Resources</b>	Phone, email, verbal communication, guidance's

<b>Risk</b>	Phone System Unavailable - External
<b>Probability</b>	Low
<b>Impact</b>	High
<b>Likely Scenario</b>	Phone system or internet line problems
<b>Functions Affected</b>	All departments. Organisation contacting learners, employers, suppliers or other third parties
<b>Action</b>	Immediately <ul style="list-style-type: none"> <li>• Report problem immediately to supplier</li> <li>• Contact all departments and suppliers by mobile phone or face to face and explain the situation</li> <li>• Find out extent and likely duration of problem</li> <li>• If problem proceeds 2 hours organise for staff to go to offsite location and work. (See section on Building loss for action related to staff working remotely)</li> </ul>
<b>Responsibilities</b>	Learning and Skills Manager
<b>Mitigation</b>	n/a
<b>Constraints</b>	n/a
<b>Resources</b>	Mobile phone

<b>Risk</b>	Postal services unavailable
<b>Probability</b>	Low
<b>Impact</b>	Low, if only 24 hours
<b>Likely Scenario</b>	Staff strike, sickness, weather
<b>Functions Affected</b>	Delivery of client documents
<b>Action</b>	<ul style="list-style-type: none"> <li>• Advise all departments of the problem</li> <li>• Employees to use email, or, weather permitting, an alternative courier for urgent deliveries</li> </ul>
<b>Responsibilities</b>	Learning and Skills Manager
<b>Mitigation</b>	n/a
<b>Constraints</b>	Widespread industrial disputes may include other courier companies or postal services
<b>Resources</b>	Email; phone

<b>Risk</b>	Power unavailable
<b>Probability</b>	Low
<b>Impact</b>	High
<b>Likely Scenario</b>	Outside issue with mains supply or internal electrical fault
<b>Functions Affected</b>	All
<b>Action</b>	<ul style="list-style-type: none"> <li>• Contact Learning and Skills Manager immediately to report the problem - total power outage means no lights, phones or charge for laptops</li> <li>• Find out extent and likely duration of problem – contact electricity supplier. If the outage is long, contact courier if pickups or deliveries are expected; they may prefer to arrange alternate pickup/delivery times</li> <li>• If problem proceeds 2 hours ask that all communications be by mobile phone/ home phone</li> </ul>
<b>Responsibilities</b>	Learning and Skills Manager to coordinate and escalate if required
<b>Mitigation</b>	The organisations standard and general emergency procedures
<b>Constraints</b>	The organisations general emergency procedures override these instructions if there are any conflicts
<b>Resources</b>	Mobile phone

<b>Risk</b>	Apprentice unable to work
<b>Probability</b>	Medium
<b>Impact</b>	Medium
<b>Likely Scenario</b>	Apprentice off sick
<b>Functions Affected</b>	Apprentice role at work or attendance during Off the Job activity
<b>Action</b>	<ul style="list-style-type: none"> <li>• Apprentice to phone work prior to the working day to inform of absence in line with the employer policy</li> <li>• Apprentice to inform Trade Techs if a review or OTJ session will be missed</li> </ul>

	<ul style="list-style-type: none"> <li>• Employer to contact designated Assessor/ Coach assigned to the apprentice or of unavailable, the Learning and Skills Manager</li> <li>• If apprentice is due in an Off the Job delivery session Trade Techs staff will inform the Employer, where available the workplace mentor to report the absence</li> <li>•</li> </ul>
<b>Responsibilities</b>	Assessor/ Coach/ Learning and Skills Manager/ Workplace Mentor

<b>Risk</b>	Assessor/ Coach unable to work
<b>Probability</b>	Medium
<b>Impact</b>	Medium
<b>Likely Scenario</b>	Assessor/ Coach off sick
<b>Functions Affected</b>	Delivery of Off the Job/ apprentice reviews and apprentice support
<b>Action</b>	<ul style="list-style-type: none"> <li>• Assessor/ Coach to phone work prior to the working day to inform of absence in line with the employer policy</li> <li>• Line Manager/ Learning and Skills Manager to inform the apprentice and workplace mentor as appropriate</li> <li>• Employer to contact designated Assessor/ Coach assigned to the apprentice or of unavailable, the Learning and Skills Manager</li> <li>• Learning and Skills Manager to arrange appropriate cover in the absence of the regular Assessor/ Coach</li> </ul>
<b>Responsibilities</b>	Assessor/ Coach/ Learning and Skills Manager

<b>Risk</b>	Assessor/ Coach unable to get to work by usual mode of transport
<b>Probability</b>	Medium
<b>Impact</b>	Medium
<b>Likely Scenario</b>	Car break down
<b>Functions Affected</b>	Delivery of Off the Job/ apprentice reviews and apprentice support
<b>Action</b>	<ul style="list-style-type: none"> <li>• Assessor/ Coach to phone appropriate persons as soon as breakdown is identified to inform of potential absence or delay</li> <li>• Line Manager/ Learning and Skills Manager to inform the apprentice and workplace mentor as appropriate</li> <li>• Learning and Skills Manager to arrange appropriate cover in the absence of the regular Assessor/ Coach</li> </ul>
<b>Responsibilities</b>	Assessor/ Coach/ Learning and Skills Manager

<b>Risk</b>	Learning and Skills Manager unable to work
<b>Probability</b>	Medium
<b>Impact</b>	Varies upon job role
<b>Likely Scenario</b>	Sickness
<b>Functions Affected</b>	Overall management of the company and contracts
<b>Action</b>	<ul style="list-style-type: none"> <li>• Contact IT Supplier to re-direct emails and send message out to senders with explanation</li> <li>• Inform all departments</li> <li>• Appoint temporary replacement - Kathy Howard, Head of Quality</li> </ul>
<b>Responsibilities</b>	Learning and Skills Manager
<b>Mitigation</b>	n/a
<b>Constraints</b>	n/a
<b>Resources</b>	email, verbal communication, IT supplier



<b>Risk</b>	Serious injury or death of learner
<b>Probability</b>	Low
<b>Impact</b>	High
<b>Likely Scenario</b>	Workplace accident
<b>Functions Affected</b>	Managing Department Senior Management
<b>Action</b>	<ul style="list-style-type: none"> <li>• Inform HSE and ESFA</li> <li>• Remove other learners from premises (if there are any)</li> </ul>
<b>Responsibilities</b>	Learning and Skills Manager
<b>Mitigation</b>	Follow H&S Policy
<b>Constraints</b>	HSE control

