Bespoke Professional Development and Training Limited

Business Continuity

Updated: June 2023
Annual renew due: June 2024

Version Number	Last Amended	Reason for Revision	Amended By-
v1	July 2019	Standard Review	Tracey Carter
v2	July 2020	Standard Review	Tracey Carter
v3	June 2021	Standard Review	Tracey Carter
v4	June 2022	Standard review	Bev Harland
V5	January 2023	Update	Bev Harland
V6	July 2023	Update	Georgina Selmi

Background

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. The procedures outlined are not set in stone but may be adapted depending on the incident.

The scope of this process encompasses all delivery, including but not exclusively for Apprenticeship delivery.

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:

- Georgina Selmi, CEO
- Val Swales, Managing Director
- Paula Matthews, Director of Operations
- Lindsey Holland, Head of Compliance

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.

Communication

Communication will be centralised from the Senior Management Team. SMT may ask course tutors to disseminate information to their students if it is deemed necessary.

The primary communication channels will be phone, text and email.

SMT have staff contact details stored in their mobile phones.

Directors and SMT will determine who knows specifics about the incident. Staff should not speak to the media about any incident unless given permission to do so by either of the Directors.

The Directors will deem if, how and when customers should be informed of the incident

In the event of a significant incident, contact details for emergency use:

Val Swales, Managing Director - 07879467258, email val@beprodevelopment.co.uk
Georgina Selmi, CEO - 07818035345, email georgina@beprodevelopment.co.uk

Apprentices Only

In the case of an incident where it is impossible or inappropriate to contact BePro, apprentices can contact the Education and Skills Funding Agency

Our named ESFA contact:

Helen Williamson
FE Directorate
Territorial Team, North

Education and Skills Funding Agency
Floor 1 Churchside
Bishopsgate House
Feethams
Darlington
DL1 5QE

Email: helen.williamson@education.gov.uk

Alternatively, you can contact the ESFA Service Desk:

Tel: 0370 2670001

Email: SDE.servicedesk@education.gov.uk

Risk analysis and Mitigation

The key risks have been identified below. The aim of the plan is to meet the needs of the learner and ensure that we can deliver our programmes.

- Breach of Data Security
- Sub-contractors going into administration

Risk	Mitigation / Business Recovery Plan
Business Critical systems	
Business Critical systems	• Our business systems are operated through solutions such as Microsoft SharePoint and Bud to ensure full protection • Automated backups are made at regular intervals to minimise any risk of data loss • We have disaster recovery systems which are in place for emergencies
Loss of IT equipment Back-up and restore of data	• Cloud hosting for all data • Hold standard images and documentation on the cloud • Maintain list of IT Suppliers with next day delivery
Inability to work if a manager/director could not work due to long term illness or death	• All documents and data to be stored on Management site • Weekly management team meetings to ensure shared understanding • Processes documented • Two managers/directors to be conversant with critical functions, e.g. Awarding Body procedures including electronic registration / certification, funding etc. • The Managing Director and CEO to have access to all relevant centre / qualification documents • Passwords stored centrally **
Loss of key members of staff for any reason Including self-isolation	• All documents and data to be stored on Staff site • Monthly meetings to ensure shared understanding • Processes documented • Two individuals to be conversant with critical functions, e.g. location of student evidence etc. • Ensure two individuals are available for each role – IQA, Development Coach • Passwords stored centrally **
Loss of face to face contact/country lockdown due to global pandemic	• Staff to work from home remotely using company equipment • Team Talk to be held each week • All face to face delivery to move to online delivery through the use of Zoom and Microsoft Teams • Staff to inform line manager if they have suspected or confirmed COVID-19 • Staff to self-isolate if they start displaying symptoms of COVID-19
Loss of curriculum materials or student evidence through theft / hacking / hardware loss / technical issue	• All Laptop hard drives to be encrypted • Strong Passwords required • Passwords stored centrally ** • Procedure to update passwords created

Long term (more than 5 days) loss of premises due to Flood, Fire etc.	• Agree access to office space with key Employers • Use of virtual classrooms • Move to temporary space
Changes to government policy in relation to Apprenticeships	• Keep up to date with government announcements
Alternative arrangements	
Alternative site of operations	• Maintain contact list for Apprentices • Relocate to spare office space • Contract Apprentices to reschedule sessions
Alternative communication channels	• Ensure all staff have telephone numbers shared • Meetings arranged off site if necessary • WhatsApp/Facebook contacts agreed
Alternative modes of transport for Learners	• Access Learner Support Funds to allow access to taxis in the event of strike or impossible road access • Take advantage of ICT processes for delivery and support
Emergency contacts	
Emergency Contacts in the event of a significant incident	Georgina Selmi 07818035345 Val Swales 07879467258 **Helen Williamson** FE Directorate Territorial Team, North **Education and Skills Funding Agency** Floor 1 Churchside Bishopsgate House Feethams Darlington DL1 5QE Email: helen.williamson@education.gov.uk ESFA Service Desk: Tel: 0370 2670001. E mail: SDE.servicedesk@education.gov.uk

** Office 365 passwords assigned at commencement of employment, access is restricted, only 2 super users who have access to the central storage for passwords. (CEO and HR Manager)
BePro work with an IT service provider for back ups/security and helpdesk issues.
BePro launched Authenticator for two step access to company equipment, information and office packages.

Scenarios – 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	Val Swales Georgina Selmi
2. Check evacuation is complete	Staff and visitor safety are the priority. Check everyone on-site has been evacuated	Val Swales Georgina Selmi
3. Verify if incident is real	If false alarm, resume business as normal and ensure all staff are informed	Val Swales Georgina Selmi
4. Call emergency services	999 / 112	Val Swales Georgina Selmi Staff on duty
5. Record details of any injuries sustained in the incident	Use accident reporting document when safe to do so	Val Swales Georgina Selmi
6. Alert staff	Alert any staff due to arrive on-site soon of the incident, and tell them to await further instructions	Val Swales Georgina Selmi
7. Assess impact	Directors meet to assess the scale of the incident & decide next steps	Val Swales Georgina Selmi

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 after 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	SMT

Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
Phones	Staff to use personal mobile phones. Telephone system switched to forward all direct lines to staff mobiles	Louise Hill
Internet	Staff to use home internet connections. If home connection unavailable contact local shared office providers to rent desk space	Val Swales Georgina Selmi

Inform insurance company	Hiscox	Val Swales Georgina Selmi
Inform landlord	North Yorkshire County Council	Val Swales Georgina Selmi
Post redirection	Contact Royal Mail http://www.royalmail.com/business/services/receiving/safety/business-redirection	Louise Hill
Inform customers	If disruption is expected, inform customers via email	Louise Summerhill
Consider alternative premises	Agreed with Landlord an alternative training room that can be used if necessary	Louise Summerhill

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.	Louise Summerhill
Internet	Contact internet provider to ascertain extent of outage.	Louise Summerhill
Mains power	Contact power provider to ascertain extent of outage.	Louise Summerhill

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. Post temporary mobile number on internet and social media. Contact apprentices with alternative contact details	Louise Hill
Internet	Staff to use home internet connections. If home connection unavailable, contact local shared office providers to rent desk space	Val Swales Georgina Selmi
Mains power	Staff to work from home until power is restored. If power outage is widespread	Val Swales Georgina Selmi

	and staff homes are also affected contact local shared office providers to rent desk space.	
Data and Systems and security breach	All data is stored on secure systems where it is backed up regularly and cannot be affected by any issues on our own site. All systems are also independent of BePro and are heavily managed by large reliable servers. In the event they do become unusable we will contact all apprentices and let them know of the issue and the time expected to resolve it.	Georgina Selmi

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. It also includes issues with transport such as car breakdown.

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 under direction of Directors
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
3. Authorise alternative transport	In the event of transport issues staff will consider the appropriate use of alternative transport such as train or taxi and all staff have expenses cards for such events.	Development Coaches

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
2. Inform apprentices	Let any learners know that the relevant member of staff is uncontactable and who will be replacing them in the interim	Louise Hill

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.

Action	Details	Responsible Person(s)
1. Agree and plan the actions required to enable recovery of normal working practises	Agree actions and set against time scales with responsibility for completion clearly indicated.	Val Swales Georgina Selmi
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.	Val Swales Georgina Selmi
3. Publicise that there is now ‘business as usual’	Inform customers through normal channels that our business is operating as normal. Consider direct contact with learners as well as online (website/social media).	Val Swales Georgina Selmi
4. Carry out a debrief of the incident and 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.	Val Swales Georgina Selmi
5. Ensure no disruption to learners	Check with apprentices that there has been no negative effect on them during the interruption and if any action is to be taken.	Development Coaches
6. 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.	Val Swales Georgina Selmi

Review

This policy will be reviewed at intervals of 1 year to ensure it remains up to date and compliant with the law.

The policy was last updated June 2023 and is due for annual review June 2024
The policy may also be reviewed if legislation changes or if monitoring information suggests that policy or practices should be altered.

Georgina Selmi
CEO