



## Business Continuity policy

Reviewed by Paula Marsden, Director of Curriculum  
and Quality

Authorised by Kevin Vashi, Managing Director

Approved by Kevin Vashi, Managing Director

Version date: 19.01.24

Review schedule: 19.01.25 or in line with operating procedure and/or  
legislative updates/requirements

Person/s responsible: SLT, all management and staff

*Paula Marsden*

Signed

Quality Manager

Signed **KVashi**

Managing Director

A handwritten signature in black ink, appearing to be 'KVashi', written on a light-colored background.

Signed

Quality Director, Apprentify Group

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## Policy Statement

Netcom Training Limited is committed to providing an ongoing service to its customers in the event of incidents, significant issues, emergencies, or disruptive events that may result in service interruption or closure. These may include:

- Civil unrest or national emergency
- Terrorist attack or threat
- Fire
- Evacuation due to serious incident on business premises or nearby
- Cyber-attack/ data breach
- Communications loss (telecommunications and IT systems)
- Outbreak of contagious or pandemic disease
- Loss of access to work premises e.g. fire, asbestos leak, flooding
- Loss of utilities/energy supply
- Widespread reduction or loss of transport infrastructure
- Loss of key suppliers or contractor support
- Extreme and continuous weather conditions affecting business premises and travel
- Awarding Body Centre approval withdrawal

Disaster management and recovery processes will come into effect for the most serious incidents and this policy sets out the roles and responsibilities and procedures to be followed to support the continuity of the business operation.

The Operations Director is responsible for business continuity systems and planning, in consultation with the Managing Director and approving any revisions or updates. The Senior management team will share the responsibility of any deployment of the business continuity Plan to meet the challenge of any service interruptions or closure to minimise the impact on service administration and delivery as far as is reasonably practicable. In the event of a major incident posing a threat to the safety and security of its employees, business premises or its key operating systems, Netcom Training Ltd will take every step to put in place special protective measures and follow the guidance of emergency services before normal service can be resumed.

## Business continuity plan deployment

To support the implementation and co-ordination of the business continuity plan, the senior management team will carry out designated duties under the direction of the Operations Director to restore safe/normal service operation as soon as possible. Staff will be informed of any change to working arrangements and the need to assist in any tasks required of them to support the business continuity plan.

## Incident Management team

To support the implementation and co-ordination and updating of the business continuity plan, members of the incident management team will be comprised of the following members:

Sophie Thompson - Operations Director

[sophie.thompson@netcomtraining.co.uk](mailto:sophie.thompson@netcomtraining.co.uk)

Kevin Vashi-Managing Director

[kevin.vashi@netcomtraining.co.uk](mailto:kevin.vashi@netcomtraining.co.uk)

They will be responsible for notifying all staff and relevant parties, including learners, clients' and visitors where appropriate in the event of any significant interruptions to service delivery and emergency action if required. Staff will be informed of temporary changes or otherwise to working arrangements where necessary. An up-to-date record of all private staff and management contact details, in addition to work ones is to be maintained to support the communication of any emergency action and significant service interruptions or closure.

A decision to close business premises at any time will need authorisation from the Operations Director who will be responsible for ensuring that staff, learners, and clients are notified and as to any alternative arrangements until such a time as normal service resume. Learners will be advised if scheduled training or support sessions can be delivered to other locations, remotely or suspended until further notice. Where alternative locations are utilised, learners will be assisted with transportation needs, whether organised by the business or information provided on public transport links and venue location.

In the event of Centre approval status or qualification withdrawal by any Awarding Body, necessary and appropriate action will be taken to ensure students are transferred to the registered company Apprentify.

## Emergency action and evacuation procedures

General evacuation procedures will apply as set out in the company Health and Safety policy in the event of business premises being affected by emergencies or serious disruptive events. Staff are made aware at induction, as are learners of the designated assembly point. Visitors will be informed of the procedures to follow, if on site at the time of an evacuation. Fire marshals are in place to be deployed, if

required to escort everyone present to a place of safety. This may be to the secondary assembly point if necessary. Alternatively, the incident management team may make the decision to direct everyone on site away from the premises and out of the grounds via a safe exit route. A nominated member of the incident management team will be responsible for contacting and working with the relevant emergency services, providing information as and when required including details of the facilities and services at the premises. Staff, learners, and any visitors will be directed to safe available public transport routes where appropriate.

## Lockdown

A decision may be taken to “lock in” anyone on site in the event of an outside threat to personal safety and security. A contingency plan will be in place in this eventuality to include procedures on the management of site entrances and exits and silent evacuation.

## Recovery Management

The replacement of any company equipment, systems, and assets damaged or lost due to service disruptions will be the responsibility of the business and its insurer. A decision will be made as to whether temporary work facilities and/or training venues (located with consideration of commute routes/costs for learners) will be utilised in the event of company premises being closed or unavailable until such a time as operations can be resumed at existing premises where applicable.

The incident management team will oversee the delivery of learning and administrative support in the event of the activation of the business continuity plan. Where at all possible, training delivery will continue via remote means using available technology and this will support the continuity of learning for those affected. Learners will continue to have remote access to their course materials, resources and documents as this will be unaffected by any service disruption.

Employees will operate from home where at all possible and equipment and resources will be provided if not currently available to them e.g. laptop computer, mobile phone. An assessment will need to be completed to determine if a home working setup is feasible and sustainable for a mid to longer term scenario. They will be contacted regularly to support their wellbeing and kept informed of any changes to their working arrangements.

The business will invoke a Disaster Recovery plan with its IT service provider to ensure that systems essential to the delivery or the administration of learning programmes are recovered and operational as soon as is reasonably practicable in the event of service failure/loss. Data is stored on cloud-based services and backed up as part of normal procedure to assist this objective. The service provider will commit to the following as part of the continuity agreement:

- Review incident history

- Gather diagnostics
- Propose repair/replacement/response based on the nature/scale of the incident
- Arrange technical personnel, if applicable
- Provide regular status updates
- Contact to confirm successful resolution
- Provide the Customer with DR Incident Report

## Monitoring/review

The policy and procedures will be reviewed at least annually or in the light of significant changes to processes or legal requirements. Any such changes will be communicated at the earliest opportunity to all relevant staff.

## Key contacts

### Insurer

AXA Specialist Risks

Telephone: 0344 902 8323 [customerservice@axaspecialistrisks.co.uk](mailto:customerservice@axaspecialistrisks.co.uk)

### IT Service Provider

Pure Technology Group

Account Manager: Oscar Benson

Tel : 07970 627542

Email : [oscar@tptg.co.uk](mailto:oscar@tptg.co.uk)

### Funding Partner

Louise Phipps, Senior Delivery Manager - Higher Level Skills

Mobile : 07766 421132

Email : [Louise.Phipps@wmca.org.uk](mailto:Louise.Phipps@wmca.org.uk)

Gareth Jones...

### Property service

Bruntwood SciTech

Holt Street, Birmingham B7 4BB

[0333 323 2235](tel:03333232235)

### Emergency services

999

101 for non-emergency incident

**West Midlands Fire Service**

General enquiries 03300 589000