

## **Holt Green Training Ltd** **Business Continuity Plan** **2023-2024**

The current version of this plan is stored in the Policies and Procedures folder on the company main server. The plan will be reviewed, audited and tested annually.

The purpose of this plan is to:-

- Respond to a disruptive incident (incident management).
- Maintain delivery of critical activities/services during an incident (business continuity).
- Return to 'business as usual' (resumption and recovery).

The Senior Management Team is responsible for creating this plan, putting the plan into action, communication, etc. The plan will be 'activated' in response to an **incident causing significant disruption** to normal service.

### **SIGNIFICANT DISRUPTION**

- Loss of key staff or skills e.g. above normal levels of absenteeism due to illness.
- Loss of critical systems e.g. IT failure.
- Denial of access, or damage to, facilities e.g. loss of a building through fire.
- Loss of a key resource e.g. all training vehicles set on fire.

### **INCIDENT MANAGEMENT**

The purpose of the incident management phase is to:-

- Protect the safety of staff, visitors and the public - see fire procedures, incident management, etc.
- Protect vital assets e.g. staff, equipment, data etc.
- Develop an action plan to react to an incident and prepare for continuity and normal resumption.
- Customers/learners and all other applicable stakeholders will be informed of the incident and the plans for business continuity.

There are already plans and procedures in place for protecting people in the event of an emergency e.g. fire. Protection of vital assets is established and covered via the necessary insurance.

### **BUSINESS CONTINUITY**

The purpose of the business continuity phase of response is to ensure that critical activities are resumed as quickly as possible and/or continue to be delivered during the disruption.

Contingencies have to be established for significant disruption to business continuity. Therefore:-

- Loss of utilities/use of building – Arrangements have been made for use of rooms at another training location. Redirection of communications will be established by contacting our current telephone supplier and Royal Mail.
- Loss of staff – Arrangements have been made within the business to bring tutors/assessors from other company centres. In addition arrangements have been made with other local training providers to second tutors/assessors if needed. Temporary staff can be sourced for other roles.
- Loss of data/server failure – Data is backed up off site weekly. Arrangements are in place with our IT support company to get IT systems up and running again within 1 week.
- Revisit action plan regularly to develop contingencies and maintain business continuity
- Customers/learners and all other stakeholders will be informed of business continuity and full resumption plans.

### **RECOVERY AND RESUMPTION**

The purpose of the recovery and resumption phase is to resume normal working as soon as practically possible.

- Continue to revisit the action plan to maintain business continuity and plan for normal business/business as usual resumption.
- Customers/learners and all other stakeholders will be informed of business as usual plans.

Reviewed: December 2023