

Business Continuity Plan including Apprenticeship Training

Introduction

The aim of having a Business Continuity Policy is to ensure that Lean Construct can maintain its activities in the face of severe disruptive challenges and that any disruption to students' progress is minimised.

Purpose

To develop, implement and manage a robust and effective Business Continuity Plan to protect Lean Constructs' operations, including, but not limited to:

- maintain a strategy for reacting to, and recovering from, adverse situations
- ensure that, whenever practical, action is taken to prevent the occurrence or recurrence of an adverse situation through adopting appropriate risk controls
- maintain a programme of activity which ensures that Lean Construct has the ability to react appropriately to, and recover from, adverse situations in line with predefined business continuity objectives
- maintain appropriate response plans underpinned by a clear escalation process
- maintain a level of resilience to operational failure in line with the risks faced
- maintain employee awareness of Lean Constructs' expectations of them during an emergency or business continuity threatening situation
- take account of changing business needs and ensure that the response plans and business continuity strategies are revised where necessary
- remain aligned with good industry practice in business continuity management



Scope

Business continuity planning at Lean Construct concentrates on the following: -

- personal safety of all learners
- initial/emergency response
- safeguarding of assets
- recovery/continuity of learning delivery
- provision of alternative communication channels for employers and students
- the provision of alternative modes of transport for apprentices
- alternative site of operations
- the back-up & restore of data
- emergency contacts in the event of a significant incident
- recovery/continuity of key business activities
- recovery/continuity of revenue streams

Alternative Modes of Transport

If apprentices (or an apprentice) is/are unable to travel, an assessment of the situation will be made by Lean Construct staff and appropriate affordable steps to assist be implemented where the issue is temporary (for example 2 weeks or 10 working days). This may include: alternative transport provided by Lean Construct, such as taxi or mini-bus travel, or provision of public transport costs. Such amendments to arrangements would be made in consultation with employers. The countermeasure may also include alternative arrangements being made to the location where training is delivered. This may also be a more sustainable and cost-effective remedy where an issue is longer-term.

Alternative Site of Operations

If due to any unforeseen disaster, the regular place of learning for an apprentice is not accessible, then lean construct ltd staff will immediately review the situation and based on individuals needs take action to ensure continuity by: -

- Identifying alternate facilities
 - By temporarily renting
 - By collaboration with partner suppliers
 - Investigate whether distance learning is appropriate in the short term



Business Critical Systems & Back – Up & Restoration of Data Services

Lean Construct has all its business-critical systems such as servers, learner management software, training materials, financial records, learner records and student portfolio work in cloud-based solutions. Backup of data happens instantly, and full but secure recovery is always available.

Communication Channels and Emergency Contacts

	<u>Name</u>	<u>Role</u>	<u>Location</u>	<u>Organisation</u>	<u>Contact Number</u>
1	Steve Ward	MD	Bristol	Lean Construct	07917-104399
2	Richard Herbert	Head of Centre	Bristol	Lean Construct	07977-147130
3	Education & Skills Funding Agency	Operations Service Centre	Manchester & Coventry	ESFA nationalhelpdesk@apprenticeships.gov.uk	0800 015 0400

Responsibility for Business Continuity

Responsibility for Business Continuity at Lean Construct Ltd is delegated by Dr Steve Ward (Managing Director)

This responsibility is in turn cascaded through the Lean Construct business structure and assured and overseen by the Managing Director. reports to the SMC.

Responsibility for local business continuity matters and planning lies with the designated lead for the business function, the designated leads may delegate the undertaking and implementation of business continuity measures in their areas to an appropriate member of their staff, however the accountability still lies with the designated lead.

Area designated leads are required to meet bi-annually to update Lean Construct Ltd's Business Continuity Risk Assessment & Management Plan.



Steve Ward
Managing Director
Lean Construct
Oct 2019