



Reynolds

Training Services

POLICY NAME	Business Continuity Plan			POLICY NUMBER	Po-008-RTS
EFFECTIVE DATE	November 2023	NEXT REVISION	November 2024	VERSION NUMBER	1.1

VERSION HISTORY				
VERSION	AUTHOR	REVISION DATE	DESCRIPTION OF CHANGE	APPROVED BY
1	John Reynolds	January 2020	Policy Implemented	John Reynolds
1	John Reynolds	January 2021	Annual Review – No amendments	John Reynolds
1	John Reynolds	January 2022	Annual Review – No amendments	Andrew Reynolds
1.1	John Reynolds	November 2022	Addition of Apprentice support section	Andrew Reynolds
1.1	John Reynolds	November 2023	Annual Review – No amends	Andrew Reynolds

Approved by: John Reynolds
Position: Managing Director
Date: 15th November 2023

Approved by: Andrew Reynolds
Position: Centre Manager
Date: 15th November 2023

Aim of the plan

The plan has been designed to prepare Reynolds Training Services Ltd to cope with the effects of an emergency. It is intended that this document will provide the basis for a relatively quick and painless return to 'business as usual' regardless of the cause.

Objectives of the plan

To provide a flexible response so that Reynolds Training Services Ltd can:

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

Business Priorities / Critical Function Checklist

Priority	Critical Function	Timeframe	Page
1	Local IT Systems	Recovery within 4 hours	2
2	Unable to Access CATCH Facility	Recovery within 4 hours	3
3	Cloud IT Systems	Recovery within 4 hours	4
4	Course and Service Deliverers (Trainers/Assessors)	Within 2 hours	5
5	Transport failure	Within 2 hours	6
6	Apprentice Support	Within 48 hours	7

Critical Function Analysis and Recovery Process

Priority:	1	Critical function:	Local IT Systems
Responsibility:		John Reynolds / CATCH Representative	
Potential impact on organisation if interrupted:		Significant delay in access to information and service delivery.	
Likelihood of interruption to organisation:		Medium, owing to access to online mirrored facilities and access to back-ups and a separation of data stores from the main network.	
Recovery timeframe:		Full recovery of local IT systems could be up to 4 hours.	
Resources required for recovery:			
Staff:		John Reynolds / CATCH Representative.	
Data / systems:		All digital data is backed-up to specialist cloud servers, separate from the Office 365 system.	
Premises:		The nature of our systems and work practices means that we can work from any location therefore, in the event of a catastrophic event involving the offices, the company can relocate and recover digital functionality within the time taken to travel to a new location.	
Communications:		Primary contact should be John Reynolds, then a CATCH Representative	
Equipment:		Most equipment is portable save for photocopiers and file cabinets.	
Supplies:		As the company is an SME and the principal staff being directors and management, they can make decisions to purchase without the need to refer back to others.	



Priority:	1	Critical function:	Unable to Access CATCH Facility
Responsibility:	John Reynolds		
Potential impact on organisation if interrupted:	Significant delay in delivery of services to clients (Including Apprenticeship Programme) and reputational damage for non-delivery.		
Likelihood of interruption to organisation:	Medium. CATCH is a bespoke facility for a range of training providers, Reynolds Training Services Ltd lease a range of rooms and plant facilities, failure to access these would cause initial disruption to delivery of services, but these would be restored initially by relocation alternative training rooms.		
Recovery timeframe:	4 hours.		
Resources required for recovery:			
Staff:	John Reynolds		
Data / systems:	All data is stored in the cloud and backed up on laptops (This includes all aspects of an Apprentices Logbook, this is scanned into the system on a weekly basis, so loss of data would be minimal).		
Premises:	Additional premises are available locally, we have alternative room hire at Europarc Innovation Centre, and training could be relocated to that location.		
Communications:	Telephone or email communications.		
Equipment:	Portable IT equipment, the centre has access to a printer and other resources.		
Supplies:	Office Friends would be contacted if required to gather additional stationery.		



Priority:	2	Critical function:	Cloud IT Systems
Responsibility:		John Reynolds	
Potential impact on organisation if interrupted:		Significant delay in access to information and service delivery.	
Likelihood of interruption to organisation:		Medium, owing to access to mirrored facilities and access to back-ups and a separation of data stores from the main network.	
Recovery timeframe:		Full recovery of local IT systems could be up to 4 hours.	
Resources required for recovery:			
Staff:		John Reynolds	
Data / systems:		All digital data is backed-up to specialist cloud servers, separate from the Office 365 system.	
Premises:		The nature of our systems and work practices means that we can work from any location therefore, in the event of a catastrophic event involving the offices, the company can relocate and recover digital functionality within the time taken to travel to a new location.	
Communications:		Primary contact should be John Reynolds.	
Equipment:		Most equipment to access Cloud IT Systems is portable.	
Supplies:		As the company is an SME and the principal staff being directors and management, they can make decisions to purchase without the need to refer back to others.	

Priority:	3	Critical function:	Course and Service Deliverers (Trainers/Assessors)
Responsibility:	John Reynolds		
Potential impact on organisation if interrupted:	Significant delay in delivery of services to clients and reputational damage.		
Likelihood of interruption to organisation:	<p>Low. In the event of illness unless sudden, the company will make provision for replacement staff with the agreement of the client.</p> <p>Low. All staff will be monitored and reviewed to ensure that they are meeting the requirements of the appropriate delivery.</p>		
Recovery timeframe:	2 hours but only if sudden illness, if provision has been made i.e., because a staff/contractor has advised of illness ahead of the event, then an alternation staff member will be made available.		
Resources required for recovery:			
Staff:	John Reynolds		
Data / systems:	N/A.		
Premises:	N/A.		
Communications:	Telephone or email communications.		
Equipment:	N/A.		
Supplies:	N/A.		



Priority:	3	Critical function:	Transport Failure
Responsibility:		John Reynolds	
Potential impact on organisation if interrupted:		Significant delay in delivery of services to clients and reputational damage for non-delivery.	
Likelihood of interruption to organisation:		Low. Vehicles are fully maintained, and contractors are required to ensure a similar standard of vehicle maintenance. Alternative transports are available including the option for vehicle rental.	
Recovery timeframe:		2 hours.	
Resources required for recovery:			
Staff:		John Reynolds	
Data / systems:		N/A.	
Premises:		N/A.	
Communications:		Telephone or email communications.	
Equipment:		N/A.	
Supplies:		N/A.	

Priority:	3	Critical function:	Unable to Continue Delivery of Apprentice Training
Responsibility:		John Reynolds	
Potential impact on organisation if interrupted:		Significant delay in delivery of services to clients, apprentices, and reputational damage	
Likelihood of interruption to organisation:		Low. Owing to the resources (financial and employee-based) that Reynolds Training Services Ltd has available, a complete failure to be unable to continue ongoing delivery of the apprentice programme is low.	
Recovery timeframe:		48 hours.	
Resources required for recovery:			
Staff:		John Reynolds	
Data / systems:		In the event that Reynolds Training Services are unable to continue trading, the following actions should be undertaken: <ul style="list-style-type: none"> 1. ESFA contact to be informed immediately. 2. The below action plan to be initiated. 	
Premises:		N/A.	
Communications:		Telephone or email communications.	
Equipment:		N/A.	
Supplies:		N/A.	

Action	Owner
Apprentice Support	
Apprentices and employees to be contacted	John Reynolds / Alan Oxborough / Andy Rudd
Action plan to be developed with each apprentice to allow transfer to new provider, including activity to maintain interest in the programme.	John Reynolds / Alan Oxborough / Andy Rudd
Access to Apprentices Resources and Portfolios	
All portfolio records to be updated	John Reynolds / Alan Oxborough / Andy Rudd
Arrange transfer of records to new provider	John Reynolds / Alan Oxborough / Andy Rudd

Emergency Response Checklist

This page should be used as a checklist during the emergency.

Task	Completed (date, time & by whom)
Actions within 24 hours:	
Start of log of actions and expenses undertaken (see section 9 Action and Expenses Log)	
Liaise with emergency services (Contact List – Emergency Services)	
Identify and quantify any damage to the organisation, including staff, premises, equipment, data, records.	
Assess the key priorities for the remainder of the working day and take action. Consider sending staff home, to recovery site	
Inform staff what is required of them. Priority 1 – Staff to move to recovery location and contact E-Tech Solutions Ltd to regain access to any critical IT systems, also contact Europarc for room hire. Priority 2 – No change to staff location, E-Tech Solutions Ltd to be advised and action Priority 3 & 4 – No general staff effect, Reynolds Training will make decisions as needed.	
Identify which critical functions have been disrupted (use section 3 Critical Function Checklist)	
Convene those responsible for recovering identified critical functions, and decide upon the actions to be taken, and in what timeframes.	
Provide information to: ❖ Staff ❖ Suppliers, contractors and customers ❖ Insurance company	
Publicise the interim arrangements for delivery of critical activities. Ensure all stakeholders are kept informed of contingency arrangements as appropriate. Key contacts as above will be notified by telephone or email.	
Recover vital assets/equipment to enable delivery of critical activities. The essential equipment/resources/information that need to be recovered where possible are: laptops, servers (local), communication devices i.e., smart phones.	

Emergency Response Checklist continued

Daily actions during the recovery process:	
Convene those responsible for recovery to understand progress made, obstacles encountered, and decide continuing recovery process	
Provide information to: <ul style="list-style-type: none"> ❖ Staff ❖ Suppliers, contractors and customers ❖ Insurance company 	
Provide public information to maintain the reputation of the organisation and keep relevant authorities informed	
Following the recovery process:	
Arrange a debrief of all staff and identify any additional staff welfare needs (e.g. counselling) or rewards	
Use information gained from the debrief to review and update this business continuity management plan	

Contact List

Staff

This section contains the contact details that are essential for continuing the operation of the organisation.

Name	Job Title	Office Contact	Mobile Contact	Home Contact
John Reynolds	Director	01469 558 212	07522330241	01472 508303
Karon Reynolds	Director	01469 558 214	07851216771	01472 508303
Andrew Reynolds	Centre Manager	01469 558 215	07919104473	N/A
Alan Oxborough	Operations Manager	01469 558 222	07593200789	N/A

Key Suppliers Contact List

Supplier	Provides	Telephone	E-mail
CATCH	Landlord	01469 552825	Paul.Snowden@catchuk.org
E-Tech Solutions	I.T. and Software	01472 426444	rob@e-techsolutions.co.uk
Swinton Technology	Honeywell System	01653 602695	andrew.priestley@swintontechnology.com
Europarc Innovation Centre	Room Hire	01472 324690	N/A
Office Friends	Stationery	01472 341493	

Utility Companies Contact List

Utility	Company	Telephone
All utility supplies are directed through CATCH		

Local Emergency Services

Service	Location	Telephone
Ambulance	Emergencies	999
Fire Service	Emergencies	999
Floodline	Information service	0845 988 1188
Police	Emergencies	999
	Non-emergency matters	101

Insurance, Finance and other Companies/Organisations

Service	Company	Telephone	E-mail
Banking	Lloyds	0345 072 5555.	N/A
Insurance	Allsop Commercial Services,	01427 671606	enquiries@allsopcommercialservices.co.uk
	Education and Skills Funding Agency (ESFA)	0370 2670001	SDE.servicedesk@education.gov.uk

Emergency Pack Contents

As part of the recovery plan for the organization, key documents, records and equipment are held off-site at 90 Orion Way Grimsby North East Lincolnshire DN34 5UF in an emergency pack.

This pack may be retrieved in an emergency to aid in the recovery process.

The contents of the emergency pack comprise the following:

- ❖ A copy of this plan, including key contact details.
- ❖ Insurance policies.
- ❖ Spare keys.
- ❖ Torch and batteries.

