

## 1. Introduction

1.1 Linden Management (UK) Limited or “Linden” has an obligation to staff and customers to continue to provide services in a safe environment in the event of an emergency.

1.2 An emergency is any event that causes, or has the potential to cause, injury, loss of life, damage to physical or digital property or significant business disruption.

1.3 A disaster is the escalation of an emergency to the point where normal conditions are not expected to be recovered for at least 24 hours.

1.4 The Directors of Linden are ultimately responsible for all business continuity planning, systems and training. They are also responsible for approving any updates, changes or revision to business continuity policy. However, all employees share responsibility for the successful deployment of the Business Continuity plan, in the case of an emergency event.

## 2. Scope

2.1 The scope of the policy includes all activities related to the planning, administration and delivery of products and services to clients, visitors, participants, learners and apprentices. The scope also includes the day to day activities of all employees, staff and associates. It includes all Linden venues including the Training Centre: Systems House, Lodge Lane, Tuxford, Newark, NG22 0NL.

Where client programmes are delivered at third party or client office locations, Linden will work closely with the third party or client, and closely adhere to guidance in their business continuity policies and plans.

## 3. Statement of Policy

3.1 Linden is committed to providing consistently high-quality solutions for clients across a broad spectrum of subject areas, mainly within the Logistics/Rail and Food Manufacturing Industry. Linden will take reasonable precautions to reduce disruption to delivery, caused by emergency or incident, insofar as is reasonably foreseeable.

The purpose of the policy is to ensure that Linden can deliver a plan designed to continue to meet its aims in the event of a major incident which threatens personnel, premises or the operational structure of the service and requires special measures to be taken to restore a normal service.

## 4. Key Elements

### General Information

4.1 Linden is insured by Hiscox Insurance with effect from retroactive date: 23/04/2006 and automatically renewal every 23<sup>rd</sup> April for Loss of income, commercial legal protection, indemnity, professional liability and crisis containment and the cover which includes business continuity is compliant with its legal obligations under customer contracts. Our Insurance covers the following in relation to continuity of services;

- Direct costs of any tangible documents needed for your business which are lost, damaged or destroyed;
- The costs of replacing locks, keys and electronic pass cards if you lose any key or pass card to a third-party's premises;
- Costs and replacement in the event of Storm, Flood or Escape of water, Fire, Accidental damage, theft;
- Temporary fix of windows, doors;
- Personal effects of employees or visitors at the premises;
- Costs of reconstituting documents and electronic data which have been lost or destroyed;
- Costs of hiring substitute items of similar type and capacity;
- Continuing hire charges while an item is being repaired or replaced;

4.1.1 Our Business Interruption Insurance protects the company when we are unable to carry out some or all of your activities due to an unforeseen interruption which results in a financial loss to the company. The company insurance will pay for your loss of income or gross profit, to enable continuation of services.

The company insurance will pay for interruptions caused by:

- insured damage to your property;
- physical damage in the vicinity of the insured premises which prevents or hinders access to the premises;
- any other incident within a one mile radius of the insured premises which results in any civil, statutory or government or public authority denying or hindering access to the premises for more than 24 hours;
- damage arising at the premises of one of our customers or suppliers in the European Union (including the United Kingdom and Gibraltar);
- failure in the supply of water, gas, electricity, telecommunications or internet services for more than 24 hours as a result of damage to the service provider's premises, the terminal feed or underground cables, unless the damage is caused by flood or earth movement;
- a third-party maliciously blocking access to your computer system, programs or data for more than 12 hours, including the
- cost of replacing or repairing your computer system, programs and data
- electrical or mechanical breakdown of your equipment and computers
- property protection: pursuing your legal rights in a civil action following an event causing physical damage to material property which you own or are responsible for, or any nuisance or trespass.

# Quality Procedure: Business Continuity Plan including Apprenticeships



4.1.2 Linden has in place a Crisis containment insurance. The crisis containment insurance covers the company for the costs of engaging the services of a public relations crisis specialist in relation to a covered claim under any section of our Hiscox policy.

## Key areas covered:

- The costs incurred with our consent in utilising the services of the crisis containment provider named in the schedule, to limit or mitigate the impact to you of a crisis resulting from a covered claim under your Hiscox policy.
- In an emergency the insurance will pay for costs incurred outside working hours without our consent, which mitigates the impact of a crisis, up to the amount shown in the policy schedule.

**In the event of an emergency the company insurance claims team must be informed, involving the Hiscox experienced claims team on 0800 280 0351, 9.00am – 5:30pm Monday to Friday or email [claims@hiscox.co.uk](mailto:claims@hiscox.co.uk).**

4.2 Linden has developed and will maintain a Business Continuity Plan for the following venues: Systems House, Lodge Lane, Tuxford, Newark, NG22 0NL

4.3 Emergency Contact details will be made available on the notice boards at all company locations.

4.4 Access to staff data with home phone numbers will be accessible as required from the Centre Manager.

## 5. Strategy

5.1 If a disaster is declared by a director of the business the company's BCP will be activated.

5.2 Staff communication will be via mobile phone and email.

5.3 The following organisations/people must be advised of the implementation of the Business Continuity Plan as soon as possible:

- |                                     |   |
|-------------------------------------|---|
| • Managing Director                 | Geoff Burn 07958903505<br><a href="mailto:geoff@lindenmanagement.org.uk">geoff@lindenmanagement.org.uk</a>        |
| • Training Director                 | Ryan Bell 07983391620<br><a href="mailto:ryan@lindenmanagement.org.uk">ryan@lindenmanagement.org.uk</a>           |
| • Centre Manager                    | Lesley Hamer 07983391626<br><a href="mailto:lesley@lindenmanagement.org.uk">lesley@lindenmanagement.org.uk</a>    |
| • Client Relationship Manager       | Rebecca Smith 07903371311<br><a href="mailto:rebecca@lindenmanagement.org.uk">rebecca@lindenmanagement.org.uk</a> |
| • Lead Trainer                      | Barbara Hill 07913874562<br><a href="mailto:barbara@lindenmanagement.org.uk">barbara@lindenmanagement.org.uk</a>  |
| • Information Commissioner's Office | ico.org.uk  |

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- Health and Safety Executive (HSE) hse.gov.uk
- Police, Ambulance, Fire Service, Mountain Rescue Emergency 999 Non-emergency 101
  
- IT Provision (SCIS) Simon Carter 01522 525 229  
[Simon.carter@scis.co.uk](mailto:Simon.carter@scis.co.uk)
- Insurance Advisors (Hiscox) Claim Service 0800 280 0351

## In all cases the ESFA must be notified:

Education and Skills Funding Agency 0370 267 0001  
Operations Service Centre Email:sde.servicedesk@education.gov.uk

## 6. Roles and Responsibilities

6.1 The Managing Director or the Training Director is responsible for the implementation and co-ordination of the BCP, including:

- Immediately contacting appropriate parties if the disaster relates to the built environment or the ICT infrastructure to establish if the building can be re-occupied and/or service delivery reinstated
- Co-ordination of status reports/communication for the benefit of all audiences (including staff, delegates,)
- Maintaining the BCP in an up-to-date format.

## 7. Incident Management Team (IMT)

7.1 Led by the duty Director (Training Director or the Managing Director), the Incident Management Team includes the Centre Manager, Lead Trainer and Client Relationship Manager. Additional members of the team will be recruited to match the specific needs of the incident.

7.2 The IMT is responsible for acting under the direction of either Directors to restore normal conditions as soon as possible.

7.3 Staff are required to co-operate with the IMT in support of the BCP. In the event that staff are sent home, they should remain available during normal working hours to assist with necessary tasks and wherever possible continue to carry out their normal duties

## 8. Procedure for Closing Company Locations

8.1 Closure in advance of a training day. A company training venue can be closed in advance of a scheduled training day using the following system:

- Closure authorised by either Directors
- Notification to any clients of alternative arrangements
- Notification to staff by mobile phone and email

8.2 Closure during a training day. It is never a preferred option to close the buildings during a

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training day but it can be done using the following procedures:

- Closure authorised by either Directors on the basis that delegates will be advised of an alternative training location or of the suspension of the training intervention.
- Client contact to be notified
- All staff to be notified

## 9. Immediate Places of Safety

9.1 In the event of a major incident on site requiring a training centre to be closed, delegates/Visitors and staff will assemble at the primary assembly point. If these are not useable staff will escort delegates to the secondary assembly point.

9.2 A map of the emergency areas is available at the training centre.

9.3 If it becomes necessary to evacuate any site completely, delegates will be escorted into the training grounds from where they can make a safe exit to return to work or home.

9.4 All staff will work from home office

## 10. Lockdown Procedure

10.1 It is now possible to envisage circumstances where a training centre may wish to lock itself in, to secure staff and delegates from an outside threat. This circumstance is described as a 'lockdown'. The training site will prepare a lockdown procedure as part of the BCP, this will include how site entrances are to be managed and how a silent evacuation would be operated.

## 11. Business Recovery in the Event of a Loss of Buildings or site Space

11.1 Replacement of the buildings and facilities that have been damaged or made unavailable will be the responsibility of the Linden and the Insurance company. Temporary working facilities are the responsibility of the board for which it holds insurance, delivery staff will work homebased which would not effect delivery/transport at/to employer premises and will enable the continuation of delivery of Apprentices. Office based staff will be notified of the new premises address and arrangements as soon as possible.

## 12. Replacement Site Facilities

12.1 The size and scope of facilities required for training will vary according to circumstance, however 100% delivery of learning is covered at Employer sites, the centre is a management site only.

12.2 The location of the temporary accommodation will be determined based on the space required and circumstances at the time.

12.3 Using an alternative company owned building will always be the preferred option before finding alternative training venues or hotels.

12.4 Training team will not be affected by the loss of site facilities and will be able to continue routine delivery services to Apprentices using home based working pattern and equipment provided, e.g. Laptop/Phones, which are not kept on site premises. The IMT will manage the delivery team in the event of the activation of the BCP.

12.5 To ensure no Employer impact or delivery of learning, in relation to their premises, a bilateral agreement is in place to facilitate multi-use sites.

12.6 In the case of Apprenticeships and disaster at Employer premises, Employers will be responsible for ensuring that Learners can access alternative training locations sourced under the bilateral agreement referenced in 3:23.

### 13. Pandemic Threat / Mass Staff Unavailability

13.1 Loss of staff is considered a generic threat to operations. The spread of a virus capable of impacting on operational service delivery is now considered genuine and serious.

13.2 In the event of mass staff illness, the IMT will shut the training venues to all staff and delegates using the same procedures described above.

#### Other Threats

13.3 The following other threats are to be considered in Linden's BCP:

- Cyber Attack
- Data Breach
- Phone and ICT Communications Loss
- Bad weather - prolonged
- Terrorist attack or threat
- Finance Process Breakdown – payments to staff & suppliers fail
- Utilities / Energy Supply failure
- Service Delivery Loss of General Nature
- Fire
- Key Supplier Failure – catering, transport
- Evacuation due to nearby incident
- Strikes

### 14. Apprenticeship Delivery

14.1 Any apprenticeship delivery in progress at a Linden venue will be subject to items in section 3 of this policy in the event of a situation demanding the invoking of the BCP. Any interrupted training will be rescheduled if it cannot continue at the time.

14.2 Any apprenticeship delivery in progress at an employer location or third party location

will be subject to the BCP for that location in the event of an incident. Any interrupted training will be rescheduled if it cannot continue at the time.

14.3 All IT systems essential to apprenticeship delivery or the administration of apprenticeship delivery are stored on cloud-based services and daily back up and storage of data is externally managed by SCIS IT Services as listed as a contact when the BCP is initiated. Remote access will be available 24/7 for learners, trainers and administration staff. All learner evidence held in e-Portfolio is backed up and secure on our cloud based system.

14.4 It is the responsibility of the Client Relationship manager to liaise with Employers and confirm alternative arrangements. This also applies in the case of an Employer client having a disaster on one of their sites that impacts Apprenticeship delivery. Such alternative arrangements will be authorised by the Training Director.

### 15. Monitoring and Evaluation

15.1 Linden plans will be reviewed annually by the operations team to ensure that they remain fit for purpose and reflect the outcomes of any incidents that have occurred over the year. Once a year the Directors may decide to run a Business Continuity Drill, to practice the response to one or more of the emergency or disaster scenarios, this will be reported in the annual Management Review meeting.

Signed:

Ryan Bell

Date: