



STARTRIGHT BUSINESS CONTINUITY PLAN

OVERVIEW

1. Definition of Business Continuity Management

Business Continuity Management is defined as a holistic management process that identifies potential impacts that threaten an organisation and provides a framework for building resilience with the capability for an effective response that safeguards the interest of its key stakeholders, reputation and value creating activities.

These impacts or 'crisis' include:

- Building or site incidents: for example, flood, fire, terrorist attack on buildings affecting access to or from buildings and sites
- Infrastructure incidents: for example, loss of computer / telephony systems, loss of power
- Staff / Operational incidents: for example, loss of key staff, loss of critical documents
- Widespread environmental factors: for example, flu pandemic, fuel shortages

Startright Training Ltd business continuity plan consists of one plan to cover different operations, based at our headquarters Unit 15, Rowan Court, Crystal Drive, Smethwick, B66 1RB. Separates plans will be incorporated for operations based on other sites [if relevant]. The primary objective of the Business Continuity Plan is to show how Startright would respond to identified risks and continue to manage its operations under adverse circumstances.

2. Chain of Command

Overall responsibility for business continuity in the organisation is held by Mr Stephen Grice or Mr Mark Neville, the Directors of Startright Training Ltd.

3. Communication with The Media in a Crisis

All communication with the media must be via Mr Stephen Grice or Mr Mark Neville the Directors.

4. Documentation and location (example below)

Name of document	Location
Business Continuity Plan	Startright Website
Appendix A: All other policies	Startright Website
Appendix B: Key Contacts	Startright Website
Appendix C: Staff Contact Details	With Management
Appendix D: Organisational Chart	H&S Management Folder & Website

5. Review of Business Continuity Plan

A comprehensive review of risk is taken at least annually by the Management Team. These revised plans must be submitted to the Management Committee for incorporation within the Startright's Business Continuity Plan.

The different response elements of the plan should be tested.

6. Training

All staff is made aware of their roles and responsibilities as part of their induction, supervision, performance review. Their responsibilities include awareness of key policies and procedures, including the Business Continuity Plan. Staff must take personal responsibility to ensure they are familiar with the content of the Plan so they know who to contact in case of an incident and how they can contribute to the plan's implementation.

7. Coordinated Responses

The Plan should not be implemented in isolation, but where possible, should be used in conjunction the Business Continuity and Emergency Plans of the host local authority and emergency services in which it operates.

8. Risk Assessment and Response

The following table [for example] identifies some of the main risks, their likely level of impact on operations and the planned responses to address these risks.

Risk Area	Details	Risk Level	Action / Response
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Fire	Caused by carelessness, accident, terrorism, etc.	Low	Mr Stephen Grice has overall responsibility in respect of health and safety risks In accordance with the Fire Precautions (Places of Work) Regulations 1997, there are Emergency Planning Procedures in place: Never fight fire, exit buildings. Call 999.
Loss of data	Caused by technical fault, human error or sabotage	Medium	All electronic files are backed up and also kept on other secure systems kept out of the office. Key paper documents should be scanned.
And so forth	For all other risk assessments contact us.		

9. Recording Incidents

Details of major incidents and action taken will be recorded. These notes may be referred to if there is any further investigation and it will also inform future business continuity planning.

10. Key Contacts

Position	Name	Mobile number
Operations Director	Stephen Grice	07534 153459
Strategic Director	Mark Neville	07534 153396

11. Crisis Management Group



Handling the Matter

Once we know of your concern, we will look into it to assess initially what action should be taken. This may involve an internal enquiry or a more formal investigation. We will tell you who is handling the matter, how you can contact them and whether any further assistance may be needed. You can request a written summary of your concern/s and how the organisation proposes to hand it/them. If your concerns fall more properly within the grievance procedure, we will tell you.

In the case of a situation under the Safeguarding (Adults / Children) policy, the concern will be handed across to the relevant Statutory Service to investigate.

If you feel that the matter has not been dealt with in accordance with the law, there are other organisations you can contact depending on your concern:

Example:

Local Authority - Safeguarding Adults or Children

While we cannot guarantee that we will respond to all matters in the way that you might wish, we will try to handle the matter fairly and properly.

