

# Business Continuity Plan for Armada Training Solutions Ltd.

The following premises are covered in this document:

- Armada Training Solutions Ltd. Head Office located at 6 West Court.
- Armada Training facility Bromsgrove (Saxon Business Park).
- Armada Training Centre (Holiday Inn) located at B61 9AB.
- Armada Training Centre Bristol, located at BS1 6AD.
- Armada Training Centre Cardiff, located at CF10 2EA.
- Armada Training Centre Manchester, located M33 3AQ.
- Armada Training Centre Milton Keynes, located at MK9 2AH.
- Armada Training Centre Nottingham, located NG7 6LH.
- Armada Training Centre Reading, located at RG1 2AN.
- Armada Training Centre Sheffield, located at S1 2BJ.

Signed:



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<b>Reviewed by:</b>	Steven Smith, Managing Director
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## **Business Continuity Overview**

### **Purpose**

The purpose of this plan is to prepare our business in the event of unforeseen circumstances caused by factors beyond our control.

It covers both our head office facility located at Saxon Business Park, B60 4AD, and all six centres at which we host training courses.

### **Outcome**

The outcome of this plan is to ensure that our business is able to:

- Maintain a good level of service for our customers, e.g. be available to respond to communication received by phone, email and other methods.
- Continue to host training courses at all centres.

### **Key staff**

If a disaster occurs the members of our team tasked with enacting this plan are:

- Steven Smith (Managing Director)
- Emily Brooke (Operations Manager)
- Lyndsay Mann (Training Manager)

### **Staff Welfare**

Armada recognises that an incident that results in the enacting of this plan may also cause additional pressures for staff. All staff members will be given clear direction about the priorities of the business in enacting the recovery, and managers will monitor staff closely to ensure that their welfare is maintained.

Staff will be made aware of what their specific role is at all stages of the recovery process, and what interim measures will be put in place. They will also be informed if they are going to be working from a different location than normal, and will be made aware of what communication methods are going to be used.

Managers who suspect that staff members have suffered undue stress or even trauma as a consequence will provide appropriate assistance to those staff.

## Scenario 1: Premises incident at Head Office

This scenario relates to a premises incident, such as flood, fire, or any other disaster that renders our head office facility at 6 West Court, Saxon Business Park, Stoke Prior, B60 4AD inaccessible.

### Step 1: Evacuation of premises and safeguarding of staff

#### *In office hours:*

<b>Action</b>	<b>Details</b>	<b>Responsible Person(s)</b>
1. Evacuate the building	Follow normal fire drill procedure	Steven Smith (Managing Director)
2. Check evacuation is complete	Staff and visitor safety is the priority. Check everyone on-site has been evacuated.	Steven Smith (Managing Director)
3. Verify if incident is real	If false alarm, resume business as normal.	Steven Smith (Managing Director)
4. Call emergency services	999.	Steven Smith (Managing Director)
5. Record details of any injuries sustained in the incident	Use injury form available to staff	Steven Smith (Managing Director)
6. Alert staff	Alert any staff due to arrive on-site soon of the incident, and tell them to await further instructions	Steven Smith (Managing Director)
7. Assess impact	Senior team meet to assess the scale of the incident & decide next steps	Steven Smith (Managing Director) Emily Brooke (Operations Manager)

#### *Outside office hours*

<b>Action</b>	<b>Details</b>	<b>Responsible Person(s)</b>
1. First person on-site to notify manager	Do not enter the building	All staff
2. Call emergency services	999	All staff
3. Alert staff	Alert any staff not on-site of the incident, and tell them to await further instructions	All staff

4. Assess impact	Senior team meet to assess the scale of the incident & decide next steps.	Steven Smith (Managing Director) Emily Morris (Operations Manager)
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## **Step 2: Business continuity**

<b>Critical activity</b>	<b>Details</b>	<b>Responsible Person(s)</b>
Phones	Staff to use personal mobile phones. Update phone system to auto-forward incoming calls to staff mobiles	Steven Smith (Managing Director)
Internet	Staff to use home internet connections. If home connection unavailable contact local shared office providers to rent desk space	Steven Smith (Managing Director)
Inform insurance company	Contact details: Aviva, 0800 0151498.	Steven Smith (Managing Director)
Redirect post	Form available at royalmail.com.	Steven Smith (Managing Director)
Inform customers	If disruption is expected, inform customers via email.	Emily Brooke (Operations Manager)

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## Scenario 2: Infrastructure incident at Head Office

This scenario relates to an infrastructure incident, such as loss of computer / telephony systems, internet access or power that affects our normal working practices at our head office facility at 6 West Court, Saxon Business Park, Stoke Prior, B60 4AD.

### Step 1: Understand the extent of the loss

Infrastructure	Details	Responsible Person(s)
Phones	Contact phone provider to ascertain extent of outage. Contact details:  BT Cloud Voice support. Telephone: 0800 389 0537.	Steven Smith (Managing Director)
Internet	Contact internet provider to ascertain extent of outage. Contact details:  BT Local Business Birmingham-Hereford. Telephone: 0121 423 5600.	Steven Smith (Managing Director)
Mains power	Contact power provider to ascertain extent of outage. Contact details:  Western Power Distribution. Telephone: 0800 6783 105.	Steven Smith (Managing Director)

### Step 2: Business continuity

If outage is temporary, inform staff to stay put and await further instructions. If the outage is ongoing:

Critical activity	Details	Responsible Person(s)
Phones	Staff to use the Armada office mobile phone, or personal phones. Contact telephone provider to forward office lines to office mobile.	Steven Smith (Managing Director)
Internet	Staff to use home internet connections. If home connection unavailable contact local shared office providers to rent desk space	Steven Smith (Managing Director)
Mains power	Staff to work from home until power is restored. If power outage is widespread and staff homes are also affected contact local shared office providers to rent desk space.	Steven Smith (Managing Director)

## Scenario 3: Premises or infrastructure incident at training facilities

This scenario relates to a premises incident (such as flood, fire, or any other disaster) or an infrastructure incident (such as the loss of computer / telephony systems, internet access or power) that renders our satellite training facility inoperable).

This applies to our training facility at Bromsgrove (Saxon Business Park), and our satellite facilities at:

- Armada Training Centre (Holiday Inn) located at Kidderminster Road, Bromsgrove B61 9AB.
- Armada Training Centre Bristol, located at Hartwell House, 55-61 Victoria Street, Bristol, BS1 6AD.
- Armada Training Centre Cardiff, located at 34 Churchill Villas, Churchill Way, Cardiff, CF10 2EA.
- Armada Training Centre Manchester, located at Marsland House, Marsland Road, Sale, M33 3AQ.
- Armada Training Centre Milton Keynes, located at Gloucester House, 399 Silbury Boulevard, Milton Keynes, MK9 2AH.
- Armada Training Centre Nottingham, located at Foxhall Business Centre, Gregory Boulevard, Nottingham, NG7 6LH.
- Armada Training Centre Reading, located at Spaces, 9 Greyfriars Road, Reading, RG1 1NU.
- Armada Training Centre Sheffield, located at Electric Works, Sheffield Digital Campus, Sheffield, S1 2BJ.

### Step 1: Understand the extent of the loss

Infrastructure	Details	Responsible Person(s)
Phones	Contact phone provider to ascertain extent of outage.	Front of House representative at centre
Internet	Contact internet provider to ascertain extent of outage. Contact details: BT Local Business Birmingham-Hereford. Telephone: 0121 423 5600.	Front of House representative at centre
Mains power	Contact power provider to ascertain extent of outage. Contact details: Western Power Distribution. Telephone: 0800 6783 105.	Front of House representative at centre

*Step 2: Business continuity*

If outage is temporary, inform the Front of House representative at the centre to stay put and await further instructions.

If the outage is ongoing:

<b>Critical activity</b>	<b>Details</b>	<b>Responsible Person(s)</b>
Cancel current courses	Inform the course delegates that the course cannot proceed. Offer the delegates the choice of re-attending on a later date, or having a refund.	Front of House representative at centre
Set up a temporary training facility	<p>Put in place a 'crisis team' to set up a temporary training facility at a pre-identified nearby site.</p> <p>The sites pre-identified are:</p> <ul style="list-style-type: none"> <li>• Bromsgrove: Britannia Bromsgrove Hotel and Spa.</li> <li>• Bristol: Regus - Bristol Temple Quay, 1 Friary, Bristol BS1 6EA.</li> <li>• Cardiff: Regus – Brunel House, Cardiff CF24 0EB.</li> <li>• Manchester: Key House, 7 Christie Way, West Didsbury, M21 7QY.</li> <li>• Milton Keynes: Regus, 314 Midsummer Blvd, Milton Keynes MK9 2UB.</li> <li>• Nottingham: Regus, 6 Stanford Street, Nottingham, NG1 7BQ.</li> <li>• Reading: Reading Business Centre, 11 Fountain House, 2 Queens Walk, Reading RG1 7QE.</li> <li>• Sheffield: Spaces, 1 Concourse Way, Sheffield S1 2BJ.</li> </ul> <p>This temporary training facility would be equipped with the computers, IT and projection equipment held at Head Office for training courses hosted at clients' sites.</p>	Steven Smith (Managing Director)
Revert to usual facility	When conditions allow, re-instate our regular facility and close down the temporary facility.	Steven Smith (Managing Director)



Recovery phase

Carry out steps 3. to 5. of the *Recovery phase*, as specified on page 11.

Steven Smith (Managing Director)

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## Scenario 4: Staff incident

A staff incident can include a sudden family emergency, injury or other event which renders a key member of staff suddenly unable to work.

This scenario relates to a staff incident at both our head office facility at 6 West Court, Saxon Business Park, Stoke Prior, B60 4AD, and at our satellite training facilities.

### *Step 1: Ensure no service interruption*

<b>Critical activity</b>	<b>Details</b>	<b>Responsible Person(s)</b>
1. Identify interchangeable staff	All members of staff have colleagues who can perform their roles, even if it is in a reduced capacity. Identify the relevant person and support them in carrying out business-critical activities	All staff
2. Assess extent of loss	Identify whether the affected staff member's absence is likely to be temporary, longer-term, or permanent. Keep in mind this may be a difficult period for the staff member and / or their family.	Steven Smith (Managing Director)

### *Step 2: Business continuity*

If the staff loss is temporary, support the member of staff who will be filling the gap until the absent member of staff returns. If the absence is long-term or permanent:

<b>Critical activity</b>	<b>Details</b>	<b>Responsible Person(s)</b>
1. Recruit temporary or full-time replacement	Follow the standard recruitment procedure to find a full-time, part-time or fixed-term contract (as appropriate) replacement.	Line manager

## Recovery phase

The purpose of the recovery phase is to resume normal working practises for the entire organisation. Where the impact of the incident is prolonged, normal operations may need to be delivered under new circumstances e.g. from a different building.

Action	Details	Responsible Person(s)
1. Agree and plan the actions required to enable recovery of normal working practises	Agreed actions will be detailed in an action plan and set against time scales with responsibility for completion clearly indicated.	Steven Smith (Managing Director)
2. Respond to any long-term support needs of staff	Depending on the nature of the incident, we may need to consider providing support services	Steven Smith (Managing Director)
3. Publicise that there is now 'business as usual'	Inform customers through normal channels that our business is operating as normal	Steven Smith (Managing Director)
4. Carry out a debrief of the incident and complete report to document opportunities for improvement and any lessons identified	This should be reviewed to ensure key actions resulting from the incident are implemented within designated time scales.	Steven Smith (Managing Director)
5. Review this Continuity Plan in light of lessons learned from incident and the response to it	Implement recommendations for improvement and update this plan. Ensure a revised version of the plan is read by all members of staff.	Steven Smith (Managing Director)