



# Dove Nest Group Business Continuity Policy

## DOVE NEST GROUP POLICIES AND PROCEDURES

### CHANGE CONTROL

Date	Issue	Details of change
July 18	1.0	New Document
July 19	1.1	Amendments in case the training provider ceases to be ESFA approved.
Sept' 19	1.2	Amendment to include ESFA contact details and revised corporate structure and appointments
August 2020	1.3	Reviewed
March 2021	1.4	Updated Insurance details
December 2021	1.5	Updated Insurance details, remove Fallbarrow Hall as a Dove Nest Group Venue

### AUTHORISATION



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Managing Director

Jenny Jones

Date 11/12/2021

# DOVE NEST GROUP POLICIES AND PROCEDURES

## 1. Introduction

- 1.1 Dove Nest Group 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 Managing Director of Dove Nest Group is ultimately responsible for all business continuity planning, systems and training. The Managing Director is 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 Dove Nest Group venues: Millness Mill and Crosthwaite Mill. Where client programmes are delivered at third party or client office locations, Dove Nest Group 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 Dove Nest Group is committed to providing consistently high-quality solutions for clients across a broad spectrum of leadership and management development needs. Dove Nest Group 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 Dove Nest Group 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 Dove Nest Group is insured by QIC Europe Limited through insurance broker Romero Insurance Brokers Limited with effect from 11<sup>th</sup> December 2021 and the cover which includes business continuity is compliant with its legal obligations under customer contracts.
- 4.2 Dove Nest Group will develop and maintain a Business Continuity Plan for the following venues: Millness Mill and Crosthwaite Mill.
- 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 Business Operations department.

#### Strategy

- 4.5 If a disaster is declared by a director of the business the company's BCP will be activated.
- 4.6 Staff communication will be via mobile phone and email. Due to the remote and devolved business model a significant number of staff are independent and geographically spread throughout the country, as such any disaster would not affect or remove the entirety of these communication systems. Alternative communication could be delivered by utilising an online platform, e.g., Teams or through our staff intranet. In addition, where landline numbers are available these can be accessed throughout the business as needed. For clients and customers, we have the alternative communication would be delivered through our online e-portfolio, BUD, utilising an online platform where we can push a business wide message, however primary communications would be via mobile phone and email.
- 4.7 The following organisations may need to be advised of the implementation of the Business Continuity Plan as soon as possible:
  - Managing Director Jenny Jones 07917 646587
  - Chairman Dave Moore 07760 173755
  - Apprenticeship Director Graham Murphy 07814 771261
  - ESFA 0370 267 0001 or servicedesk@sfa.bis.gov.uk
  - Information Commissioner's Office ico.org.uk
  - Health and Safety Executive (HSE) hse.gov.uk
  - Police, Ambulance, Fire Service, Mountain Rescue Emergency 999 Non-emergency 101
  - Insurance Advisors (Romero Sport & Leisure), 01132818110  
Insurer: QIC Europe  
Policy Number: B22F678CF1834ADCB53E
  - IT Provision CNL 01539 733509

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### Roles and Responsibilities

- 4.8 The Managing Director, or any director in their absence, 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.

### Incident Management Team (IMT)

- 4.9 Led by the Managing Director, or any director in their absence, the Incident Management Team includes the Apprenticeship Director, a representative of the Health and Safety Committee, and the Finance and Business Services Director. Additional members of the team will be recruited to match the specific needs of the incident.
- 4.10 The IMT is responsible for acting under the direction of the Managing Director (or their Deputy) to restore normal conditions as soon as possible.
- 4.11 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

### Procedure for Closing Company Locations

- 4.12 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 the Managing Director or their Deputy
  - Notification to any clients of alternative arrangements
  - Notification to staff by mobile phone and email
- 4.13 Closure during a training day. It is never a preferred option to close the buildings during a training day but it can be done using the following procedures:
- Closure authorised by the Managing Director or their Deputy 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

### Immediate Places of Safety

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

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- 4.15 A map of the emergency areas is available at each training centre.
- 4.16 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.

### **Lockdown Procedure**

- 4.17 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'. Each 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.

### **Business Recovery in the Event of a Loss of Buildings or Site Space or Transport**

- 4.18 Replacement of the buildings and facilities that have been damaged or made unavailable will be the responsibility of the Dove Nest Group Board and the Insurance Company. Temporary working facilities are the responsibility of the board for which it holds insurance.
- 4.19 In the event of any issues regarding transport in relation to training delivery (either on a Dove Nest Group site or travelling to and from a client partner site) Dove Nest Group have alternatives options which include but are not limited to the use of alternative minibuses, taxis or hire vehicle services. In the event that none of these options are suitable Dove Nest Group can deliver all aspects of the delivery through a remote, virtual model.

### **Replacement Site Facilities**

- 4.20 The size and scope of facilities required for training will vary according to circumstance.
- 4.21 The location of the temporary accommodation will be determined based on the space required and circumstances at the time.
- 4.22 Using an alternative company owned building will always be the preferred option before finding alternative training venues or hotels.

### **Pandemic Threat / Mass Staff Unavailability**

- 4.23 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.
- 4.24 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.

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### Other Threats

4.25 The following other threats are to be considered in Dove Nest Group'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

## 5. Apprenticeship Delivery

5.1 Any apprenticeship delivery in progress at a Dove Nest Group venue will be subject to items in section 4 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.

5.2 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.

5.3 All IT systems essential to apprenticeship delivery or the administration of apprenticeship delivery are stored on cloud-based services or at duplicate Dove Nest Group locations ensuring that remote access will be available 24/7 for learners, trainers, and administration staff. This includes a 2-step backup process to ensure all information assets are recoverable. All data on our internal server is backed up daily onto a hard drive and is taken off site at the end of each day. It is also backed up remotely at midnight each day to a secure server provided by our long-standing IT support company. Dove Nest Group uses several cloud-based systems which are backup by the third-party suppliers in line with their policies.

5.4 If the Training provider ceases to be an ESFA approved training provider then our employer contracts contain these paragraphs:

5.41 This agreement shall continue in full force and effect in respect of Apprentices who have started their Apprenticeship prior to the date on which the Training Provider ceased to be an ESFA approved training provider and the Apprenticeship Programme Completion Date for the purposes of clause 2.1 shall be the date on which the last such Apprentice successfully completes the relevant End-Point Assessment; and

5.42 This agreement shall terminate in respect of any person who was due to become an Apprentice on or after the date on which the Training Provider ceased to be an ESFA approved training provider and the Training Provider shall use its reasonable endeavours to assist such persons in their transition to another training provider.

5.5 In the event that training provider ceases to be an ESFA approved training provider or ceases to trade Dove Nest Group would support handing over all relevant information and systems to provide a continuity of learning with the reallocation of apprentices to the relevant bodies or organisations.

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### 6. Monitoring and Evaluation

- 6.1 Dove Nest Group 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 Board may decide to run a Business Continuity Drill, to practice the response to one or more of the emergency or disaster scenarios. The review will be reported to the Managing Director and the Dove Nest Group Board.