



SkillsReach Business Continuity Policy

Introduction

SkillsReach is a business with a real passion for supporting business and local economies to succeed through best investment in Skills, HR and Business Development. A key part of our business offer is a reliable, client focused service and our Business Continuity Policy sets out how we would continue operating in the event of an emergency or disaster such as an office fire, earthquake, robbery, terrorist attack, extreme weather conditions or other event beyond its control.

Policy Statement

We take business continuity planning extremely seriously and commit to dedicating appropriate time to planning for instances that may be beyond our control. We aim to ensure that the responsibilities of the organisation are maintained within the minimum amount of time, with minimal disruption and at minimal cost.

Our core functions, contractual responsibilities and safety of staff will take priority e.g.:

- The whereabouts of our lone workers / associates and ability to maintain contact with them if they are lone working
- Communicating to colleagues and clients about any disruption to usual practices and guidance on procedures to follow.
- Provision of Support Services
- Financial, accounting and banking services

Responsible Personnel

The Managing Director (MD) maintains overall responsibility for all the resources used within the organisation. Staff / Associates are expected to remain professional in their conduct and communications with external contacts.

Scope

A. Building Emergency: (flood, fire, or other damage that makes the offices unsafe or unusable for any period).

In the event of our current office no longer being suitable for use, an alternative location would be established with the MD's residential address providing a temporary option immediately. The MD would arrange for the office communications to be diverted and temporary IT equipment could be sourced on a permanent or temporary basis as required. Should alternative office space be required on a longer-term basis, we would identify a suitable office rather than continue to operate from a residential address; however, this would need to be reviewed depending on the nature of the emergency.

B. Computer / IT Emergency: (power loss, hardware failure, theft, broadband failure, fire/flood, national/local disaster, software malfunction).



SkillsReach in partnership with its IT support services provider operates a robust backup system including use of cloud-based systems. Systems will be periodically monitored by the IT support company to ensure availability and suitability of resources that maybe required in the event of serious IT failure. If IT equipment were to fail for whatever reason, we would call upon the IT support company to rectify matters as a matter of absolute priority. We would expect that any failings or loss of IT equipment would not disrupt service for more than an absolute maximum of 36 hours.

- **Pre-failure Actions**

If staff/associates become aware of possible information and communication technology failure, they should inform the Managing Director

- **Initial Response**

SkillsReach Business Continuity Policy

If the recovery time is expected to be less than 36 hours, resources should be monitored and colleagues /clients kept informed. Staff should be encouraged if possible to carry out nonaffected tasks.

- **Ongoing failure tasks**

If normal functionality is not expected to be possible for more than 36 hours, the MD will advise colleagues, stakeholders and clients accordingly of an interim strategy / business processes until normal service can be resumed.

C. Staffing Emergency: (Unexpected reasons why SkillsReach staff/associates become unavailable for client work – e.g. illness, domestic incidents)

As a small business with a small core staffing, we retain a relatively large network of Associates who can provide contingency support across all areas of our core business. In the first instance, the MD should be made aware immediately of a staffing emergency and, in consultation with the client, a decision will be taken as to whether to postpone and rearrange client support or to provide alternative resourcing through our professional associate network.

Policy Revision

This policy will be reviewed and amended as necessary if changes to the operations of SkillsReach occur (for example a new contract) or in accordance with any forthcoming legislation.

Endorsed by: Roy Harper – Managing Director - SkillsReach

Signature:

Date: 06.07.2017