Business Continuity Policy

1. Introduction

The Director(s) of **KBM Training & Recruitment Limited (KBM)** are overall responsible for the continuity of Business and Apprenticeship training. All KBM colleagues are responsible for ensuring the continuity plan is adhered to, in the case of any form of emergency that could impact the progress of any apprentice(s).

The Apprenticeship/Business Continuity Plan (the Plan is set out to ensure the continued, secure and safe delivery of the apprenticeship training and other, should a major incident, disaster or other significant event affecting normal delivery arrangements occur, either at the workplace or with KBM.

KBM recognises their commitment to all apprentices, employers and staff, in providing a safe place of learning at all times, including in the event of any form of emergency we ensure ongoing access to apprentices' learning resources and portfolios. An emergency would be an incident that causes, or could cause, injury, loss of life or damage to physical or digital records. It can also result in a substantial disturbance to our apprentices, employer's business and KBM colleagues.

KBM would define a disaster as the need to escalate the emergency to all relevant parties if the normal conditions for learning could not be expected to be met within 24 hours.

2. Scope

The Plan applies to all apprenticeship training and other services that are provided by KBM. All the training is delivered at the employer's premises, but learner records are held and managed by colleagues of KBM. The scope includes all stakeholders, directors, tutors, apprentices/learners. The types of incident that may occur include:

- An emergency or disaster as referenced above;
- The apprentice's employer going into administration, receivership or closure of their site operation;
- An employer making the apprentice(s) redundant;
- KBM ceases trading or is unable to deliver the training for whatever reason, such as Awarding Body recognition or ESFA registration being removed;
- Loss or corruption of business-critical systems or electronic data.

General facts and addresses in case of Emergency

KBM Insurance details:

- Cyber and data, Sutcliffe & Co, £25,000
- Employer's liability, Compare Insurance Limited, £10,000,000
- Public and products liability, Chapman & Stacy, £10,000,000
- Professional Indemnity, Hiscox, £5,000,000

Employer/training addresses – these are located across London and Birmingham, a full list is available at our website https://www.kbmtr.co.uk/.

KBM headquarter/main delivery centre

1 Concord Business Centre, Concord Road, London, W3 0TJ
Telephone 020 8992 4506.

Different operating locations/alternative venue

- Headquarters/Centre, 1 Concord Business Centre, Concord Road, West London, W3 0TJ
- Unit 7, Abbey Road Barking, Barking, Essex, East London, IG11 7BZ
- 69-77 High Street Croydon, Croydon, South London, CR0 1QQ
- 66-68 Hagley Road, Radclyffe House, B16 8PF, Birmingham

The above business address details are provided to all employers and apprentices in the form of the Apprenticeship Handbook.

3. Contact details

If an emergency or disaster is declared for any reason, then the Apprentice Continuity Plan will be implemented.

All communications will be via telephone or mobile dependent upon the issue at the time.

The following organisations may need to be advised of the implementation of the Apprentice Continuity Plan as soon as possible:

- CEO/Director – Salman Khan, 020 8992 4506 / +44 7951 488615
- Director Business and Operation – Kamran Khan 020 8992 4506 / +44 7525 267935
- Police, Ambulance, Fire Service – 999 or Non-emergency 101
- Health and Safety Executive (HSE) – hse.gov.uk
- Insurance Brokers – as stated above
- ESFA Service Centre - 0370 2670001; www.gov.uk/guidance/esfa-business-operations-help-and-support

4. Process to follow when the issue is with the Apprentice or their Employer

a. Reporting process

If an emergency or disaster, as referenced above, or any other incident that results in a temporary or permanent closer of an apprenticeship programme, a Senior Manager or nominated Learning and Development Manager from the employer should notify KBM (CEO/Director, Curriculum and Quality Lead or Commercial Director) as soon as possible. If in such an event the employer is unable to or fails to notify KBM, the apprentice should inform KBM as soon as possible.

Once informed of the emergency or disaster, KBM will seek the following:

- Details of the emergency or disaster;
- A judgement as to the impact on the individual(s) affected, employer or KBM;
- Has there been any facility and/or material damage and if so, what is judged to be the immediate impact on the apprentices, the employer or KBM;
- Is it possible to access the employer's premises and if so, when would this be possible?

b. KBM's decision process and options

Once the facts have been sourced one of the Directors of KBM will contact other directors, trainers, Governing Body members and the ESFA, where appropriate. The appropriateness will be judged by that director of KBM, at the time. Dependent upon the type of emergency or disaster, the Director will have the authority to call a meeting of the other Directors of KBM. This meeting maybe face to face or by Zoom. The leading director will summarise the issues, if possible, provide an indication as how long the disruption will be and present alternatives to ensure that the apprenticeship training can resume if appropriate and that there is minimal disruption to learning. The directors will then decide on how to proceed. At this meeting, the Governing body may be involved in the decision making or just be informed of situation, whether the emergency or disaster is short term, longer term or permanent and may involve one or many apprentices and actions put in place.

In making the decision to proceed or not with the training, the options to be considered could include:

- Working with that employer to relocate the apprentices to another site within the employer's group. If needed KBM will manage transportation needs. We would also work with that employer to ensure the transport costs to the apprentice are met in full either by the employer or KBM;
- Working with that employer to relocate the apprentices to another employer. (In the sector in which we operate we have a list of employers who may be interested in recruiting an apprentice under such circumstances);
- If the employer is unable to provide the facility for the training, then sourcing an alternative venue to complete the training close to the site will be made by KBM and/or the employer. In this case, the transport costs to the apprentice would be discussed with that employer to ensure that the apprentice(s) are not adversely affected;
- If KBM is unable to relocate the apprentices with another employer, we have contact and relationships with other providers and FE colleges that may be able to facilitate such a transfer.
- Working and liaising with the ESFA to facilitate the above processes.

5. Process to follow when the issue is with KBM - ceases trading

a. Reporting process

KBM is an established private training provider and a going concern company. However, in the event KBM ceases trading or is unable to deliver the training and support the apprentice(s) to completion for whatever reason, KBM's CEO/Director will contact the employers of the apprentices to make and facilitate alternative training arrangements in a reasonable time scale. They will also contact the ESFA as soon as the decision to cease trading has been made.

b. KBM's decision process and options

The decision to cease trading or circumstances that prevents KBM trading and delivering the apprenticeship programme training will follow an urgent meeting of all the directors and Governing Body of KBM. This meeting will summarise the issues, if possible, provide an indication as how long the disruption will be and present alternatives to ensure that the apprenticeship training can resume if appropriate. The directors will then decide on how to proceed. In considering how to ensure the least impact on the apprentices, the employers and to facilitate alternative training arrangements, the directors of KBM will consider the number of apprentices affected and the timescales to their completion and implement the following:

- Work with all affected employers to expedite the training completion, providing it's beyond the minimum time and reasons for cease of trading allows completion;
- Work with all affected apprentices and employers to relocate to another provider as seamless as possible;
- Working and liaising with the ESFA to facilitate the above processes

6. Process to follow when the issue is with KBM - loss or corruption of electronic data and critical systems

a. Reporting process

KBM takes its responsibility of access and security of its electronic data and systems very seriously. The potential risks involved are:

- Cyber Attack
- Utilities / Energy Supply failure
- Service Delivery Loss of General Nature
- Fire/flood

To combat any corruption or loss of data and critical systems, KBM has cloud based technology and in addition it is the joint responsibility of the directors to back up the data independently on a weekly basis from the cloud-based. KBM password protects all forms of personal data and security software is kept up to date to minimise any such risk.

b. KBM's decision process and options

If such any of the above incidents happened, the director first involved will have the authority to call an urgent meeting of the other directors of KBM at any time. Once the facts have been discussed, the Director of KBM will contact the Governing Body members, trainers and the ESFA, where appropriate. The appropriateness will be judged by the meeting of directors of KBM, at the time. The leading director will summarise the issues, if possible, provide an indication on the severity of the loss or corruption of data and critical systems, how long the disruption will be and present alternatives to ensure that the apprenticeship training can resume if appropriate. The directors will then decide on how to proceed. At this meeting, the Governing body may be involved in the decision making or just be informed of situation, whether the situation is short term, longer term or permanent and may involve one or many apprentices and actions put in place.

In making the decision to proceed or not with the training, the options to be considered could include:

- Contacting the web host provider to establish the issues and to put in place actions to prevent any other issues happening and make the situation worse;
- As the cloud systems are backed up independently on a weekly basis, the latest back-up will be virus checked and uploaded to a safe and independent IT system;
- In case of telephone or fax disruption, we will use Skype, Zoom, or WhatsApp. KBM has multiple internet connections to handle any internet connectivity issue.
- Working and liaising with the ESFA to facilitate the above processes if appropriate.

Agreed/signed by: Salman Khan

Position: CEO/Director