

Business Continuity Plan

GLAS Business Solutions Ltd.

1. Aim of the plan

This plan has been designed to prepare GLAS Business Solutions to cope with the effects of an emergency. It is intended that this document will provide the basis for a relatively quick and painless return to “business as usual” regardless of the cause.

There is a particular emphasis to maintain the Apprenticeships

2. Objectives of the plan

To provide a flexible response so that GLAS Business Solutions can:

- Respond to a disruptive incident (incident management)
- Maintain delivery of critical activities/services during an incident (business continuity) – particularly the maintenance of apprenticeship delivery
- Return to ‘business as usual’ (resumption and recovery)

3. Business Priorities: Critical Function Checklist

Priority	Critical function	Timeframe	Page
1	Delivery of Apprenticeships	1 Day	
2	Update ESFA ILP information	1 Day	
3	Payment of Suppliers and Staff	1 Day	

4. Critical Function Analysis and Recovery Process

A single point of contact is for Delivery of Apprenticeships, Update ESFA ILP information, Payment of Suppliers and Staff

Priority:	1	Critical function:	Delivery of Apprenticeships
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			- Managing Director - Operations Manager / Director
Potential impact on organisation if interrupted:			Unable to deliver Apprenticeships – disruption to apprentices, disruption to customers, unable for GLAS Business to carry out Business
Likelihood of interruption to organisation:			High
Recovery timeframe:			Recovery within 1 day
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			- Managing Director - Operations Manager / Director - Admin - Trainers
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			All Apprentices information is held within the Central Database and Company SharePoint - Apprentices Details - Customers Details - Apprentice Progress Details - Communication History - Attendance - Copies of key documents - All training materials, workbooks, handouts, sign up materials. - Lesson Schedules - Lesson Plans Learners work is stored on SharePoint

	<i>Data is held on SQL Server -eSystem</i> SQL Server carries out regular 10 days backups held on the local server. 10 weekly back ups These are stored on two separate backup machines on site and are stored on SharePoint All Passwords and Key information are stored securely on SharePoint
Premises (<i>potential relocation or work-from-home options</i>)	• The delivery is not dependent on Office Location. • All Delivery is carried out at Customer location
Communications (<i>methods of contacting staff, suppliers, customers, etc</i>)	• Staff details are kept on SharePoint • Contact details for all customers are on SharePoint
Equipment (<i>key equipment recovery or replacement processes; alternative sources; mutual aid</i>)	No Key Equipment, as long as we have access to SharePoint
Supplies (<i>processes to replace stock and key supplies required; provision in emergency pack</i>)	N/A

5. Emergency Response Checklist

Task	Completed (date, time, by)
Actions within 24 hours:	

Start of log of actions and expenses undertaken (see section 9 Action and Expenses Log)	
Identify and quantify any damage to the organisation, including staff, premises, equipment, data, records, etc	
Assess the key priorities for the remainder of the working day and take relevant action. Consider sending staff home, to recovery site etc.	
Inform staff what is required of them. (If there is no immediate requirement, consider sending home – to report to work on the next day)	
Identify which critical functions have been disrupted.	
Convene those responsible for recovering identified critical functions, and decide upon the actions to be taken, and in what time-frames	
Provide information to: • Staff • Suppliers and customers • Insurance company	
Publicise the interim arrangements for delivery of critical activities. Ensure all stakeholders are kept informed of contingency arrangements as appropriate	
Recover vital assets/equipment to enable delivery of critical activities. The essential equipment/resources/information that need to be recovered where possible are:	
Daily actions during the recovery process:	
Convene those responsible for recovery to understand progress made, obstacles encountered, and decide continuing recovery process	
Provide information to: • Staff • Suppliers and customers • Insurance company	
Provide public information to maintain the reputation of the organisation and keep relevant authorities informed	

Following the recovery process:	
Arrange a debrief of all staff and identify any additional staff welfare needs (e.g. counselling) or rewards	
Use information gained from the debrief to review and update this business continuity management plan	

6. Contact List

This section contains the contact details that are essential for continuing the operation of the organisation.

Name	Job Title	Office Contact	Mobile Contact	email
	Managing Director	01443 844565	07779159818	quality@glasbusiness.co.uk
	Ops Manager / Director	01443 844565	07518095074	manager@glasbusiness.co.uk

7. Actions and Expenses Log

This form should be used to record decisions, actions and expenses incurred in the recovery process. This will provide information for the post-recovery debriefing, and help to provide evidence of costs incurred for any claim under an insurance policy.

Date/time	Decision / action taken	By whom	Costs incurred
