Continuity / Contingency Plan

Document Control

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1. Introduction

1.1 Whamos Training and Development CIC has an obligation to staff and learners 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 Directors of Whamos Training and Development CIC are ultimately responsible for all business continuity planning, systems and training. They are 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 and learners. The scope also includes the day-to-day activities of all employees, staff and associates. It includes all Whamos Training and Development CIC venues.

3. Statement of Policy

3.1 Whamos Training and Development CIC is committed to providing consistently high-quality solutions for learners across a broad spectrum of subject areas. Whamos Training and Development CIC 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 Whamos Training and Development CIC 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 Whamos Training and Development CIC is insured by Beazley Insurance DAC for Loss of income, commercial legal protection, indemnity, professional liability and crisis containment and the cover which includes business continuity is compliant with its legal obligations under the contract.

Our insurance covers the following in relation to continuity of services;

Direct costs of any tangible documents needed for your business which are lost, damaged or destroyed;

- The costs of replacing locks, keys and electronic pass cards if you lose any key or pass card to a third-party's premises;
- Costs and replacement in the event of Storm, Flood or Escape of water, Fire, Accidental damage, theft;
- Temporary fix of windows, doors;
- Personal effects of employees or visitors at the premises;
- Costs of reconstituting documents and electronic data which have been lost or destroyed;

The company insurance will pay for interruptions caused by:

- insured damage to your property;
- physical damage in the vicinity of the insured premises which prevents or hinders access to the premises;
- DOS Attacks
- Robust back up policy in place
- Legal pursuit property protections

4.1.2 Whamos Training and Development CIC has in place a Crisis containment insurance. The crisis containment insurance covers the company for the costs of engaging the services of a public relations crisis specialist in relation to a covered claim under any section of our Beazley Insurance DAC policy.

Key areas covered:

- The costs incurred with our consent in utilising the services of the crisis containment provider named in the schedule, to limit or mitigate the impact to you of a crisis resulting from a covered claim under your Hiscox policy.

Business Continuity plan

In an emergency the insurance will pay for costs incurred outside working hours without our consent, which mitigates the impact of a crisis, up to the amount shown in the policy schedule.

In the event of an emergency the company insurance claims team must be informed, involving the Beazley Insurance DAC experienced claims team on 02076670667 opt1, 9.00am – 5:30pm Monday to Friday or email claims.europe@beazley.com

Access to staff data with home phone numbers will be accessible as required from the Operations Manager.

5. Strategy

5.1 If a disaster is declared by a director of the business the company's BCP will be activated.

5.2 Staff communication will be via mobile phone and email.

5.3 The following organisations/people must be advised of the implementation of the Business Continuity Plan as soon as possible:

- DIRECTOR - Maria Amos – maria@whamoscic.co.uk
- DIRECTOR - Elizabeth Amos-Milburn – elizabeth@cumbriaskills.org.uk
- DIRECTOR - Alexandra Gager-Liebhart – [lexie@cumbriaskills.org.uk] (mailto:lexie@cumbriaskills.org.uk)
- DIRECTOR - Glen Anderson - gjhanderson@gmail.com
- Head of Quality & Education – Elizabeth Amos-Milburn – [elizabeth@cumbriaskills.org.uk] (mailto:elizabeth@cumbriaskills.org.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
- IT Provision – Technophobia Ltd – ITsupport@into@tecgnophobia.co.uk
- Insurance Advisors Beazley Claim Service on 02076670667

In all cases the ESFA must be notified:

Education and Skills Funding Agency 0370 267 0001

Operations Service Centre Email: sde.servicedesk@education.gov.uk

6. Roles and Responsibilities

6.1 DIRECTORS are 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.

7. Incident Management Team (IMT)

7.1 Led by the duty Director the Incident Management Team includes the Assistant Operations Manager and Head of Quality and Education. Additional members of the team will be recruited to match the specific needs of the incident.

7.2 The IMT is responsible for acting under the direction of either Directors to restore normal conditions as soon as possible.

7.3 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.

8. Procedure for Closing Company Locations

8.1 Closure in advance of a training session. The company training venue can be closed in advance of a scheduled training day using the following system:

- Closure authorised by either Directors
- Notification to any learners of alternative arrangements
- Notification to staff by mobile phone and email

8.2 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 either Directors on the basis that delegates will be advised of an alternative training location or of the suspension of the training intervention.
- Learners contacts to be notified
- All staff to be notified

9. Immediate Places of Safety

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

9.2 A map of the emergency areas is available at the training centre.

9.3 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.

9.4 All staff will work from home

10.Replacement Site Facilities

10.1 The size and scope of facilities required for training will vary according to circumstance, however 30% delivery of learning is covered at Employer sites, 70% will be at the centre.

10.2 The location of the temporary accommodation will be determined based on the space required and circumstances at the time.

10.3 Using an alternative company owned building will always be the preferred option before finding alternative training venues or hotels.

10.4 Training team will not be affected by the loss of site facilities and will be able to continue routine delivery services to Apprentices using home based working pattern and equipment provided, e.g. Laptops, which are not kept on site premises. The IMT will manage the delivery team in the event of the activation of the BCP.

11. Pandemic Threat / Mass Staff Unavailability

11.1 Loss of staff is considered a generic threat to operations. The spread of a virus capable of impacting on operational service delivery is now a genuine and serious concern.

11.2 In the event of mass staff illness, the IMT will shut the training venue to all staff and delegates using the same procedures described above.

Other Threats

11.3 The following other threats are to be considered in Whamos Training and Development CIC 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

12. Apprenticeship Delivery

12.1 Any teaching delivery in progress at Whamos Training and Development CIC venue will be subject to items in section 3 of this policy in the event of a situation demanding the invoking of the BCP. Any interrupted teaching will be rescheduled if it cannot continue at the time.

12.2 Any learning 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.

12.3 All IT systems essential to teaching delivery are stored on cloud-based services and daily back up and storage of data is externally managed by Premier IT Services as listed as a contact when the BCP is initiated.

Remote access will be available 24/7 for learners, trainers and administration staff. All learner evidence held in OneFile e-Portfolio and is backed up and secure on our cloud-based system.

How we will continue to deliver training and assessments if there’s a significant event?

- continue to deliver training and assessments without delays – We have full availability to Microsoft Teams online software systems. Meaning we can deliver any training at any time. Both have whiteboard functions so you can do everything you would in a classroom setting. We also have approval from our awarding body to be able to sit remote online assessments from any location suitable for the learner. Contingency plans to complete centre assessed grades if exams can’t take place.
- provide a different location, if needed – We have approval to sit remote exams which can be done in any location suitable to learner. This can be from home, a work office, library or we would arrange and book a meeting venue.

- manage transportation needs – The tutors have means to travel to learners preferred location. (Office, library, meeting venue etc).
- use different methods of communication – Face to face, emails, phone calls, Microsoft Teams.
- have a list of emergency contacts numbers, ESFA must be listed – Business contacts are in the business contingency plan. Learners contacts are:

Business name Contact number Email

Whamos Training and Development CIC 01229774591

Safeguarding officer 01229774591 lexie@cumbriaskills.org.uk

ESFA 0370 2670001

13. Monitoring and Evaluation

13.1 Whamos Training and Development CIC 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 Directors may decide to run a Business Continuity Drill, to practice the response to one or more of the emergency or disaster scenarios, this will be reported in the annual Management Review meeting. Business Interruption Checklists – Phased Recover Plan

Damage to premises

- Liaise with Financial Director
- Notify Utility companies (e.g. gas, water, electricity, and telecommunications)
- Consider impact on staff and public health and safety e.g. Loss of electrical power affecting

fire detection and alarms, lighting, emergency

- Lighting, heating, swipe card access, intruder alarms/security
- Loss of water supply affecting catering, sanitation e.g. toilets and hand-washing facilities.
- Notify Insurance Company

Loss of Premises/Access Denied

- Identify alternative premises – By Directors
- Advise of action to take for next working day (e.g. staff for high criticality functions go to)
- Alternative location, (staff from lower criticality functions call in for further information)
- Establish staff ‘information line’ number with (Via Financial Directors mobile) recorded

message of action to take

(**Use main reception or 24-Hour control numbers until dedicated line can be set up and details publicised to staff)**

- Staff may need practical assistance e.g. to get home, obtain spare keys, notify relatives/friends

to assist

- If unable to contact all staff, (e.g. if incident occurs out of working hours) arrange for staff to

be met on arrival at site on ext. working day and advise what to do and where to go (as

above)

- Contact IT Services regarding IT and communications infrastructure
- Notify Utility companies (e.g. gas, water, electricity, and telecommunications)
- Implement arrangements to maintain building security.

Loss of IT and/or Communications:

- Contact IT Services regarding impact on IT and communications infrastructure
- Collate and create mobile telephone directory
- Publicise alternative contact details to staff and public
- Identify alternative premises if unable to restore – Liaise with Facilities Management/Estates

- Prolonged incident? - Refer to Director Responsible

Loss of Staff (Temporary/Permanent)

- Staff illness
- Loss of large numbers of staff
- Loss of small numbers of key staff (managers/specialists)
- Industrial action
- Liaise with Human Resources (Financial Director)
- Review staffing arrangements
- Appropriate Managers and staff to be re-deployed from other areas as required
- Staff temporarily re-deployed - cover by agency staff if appropriate
- For industrial action – Human Resources (Financial Director) to provide strategic guidance for Managers

Loss of Supplier

- Identify alternative material resources
- Identify alternative human resources
- Identify alternative service provider
- Loss of Utility Supply (Gas, Water, Electricity)
- Contact service provider to establish:
- Extent of disruption
- Remedial action being taken
- Length of time before restoration of service
- Consider impact on staff and public health and safety e.g.

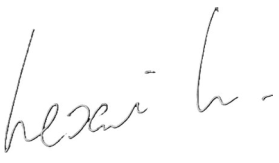
Loss of power affecting fire detection and alarms, lighting, emergency lighting, heating,

Swipe card access/security

- Loss of water supply affecting catering, sanitation e.g. toilets and hand-washing facilities
- Contact provider regarding urgent provision of temporary supply for services where contingency arrangements cannot be made
- Contact IT Services regarding implications for IT and communications infrastructure.

Approval & Review

This policy has been approved on behalf of the Directors:

Elizabeth Amos-Milburn *Co-Director*	**Alexandra Gager-Liebhart** *Co-Director*
	

Date of approval: 10th May 2026
Next review: 10th May 2027

Schedule 1 — Record of Changes

Version	Date	Nature of Change
001	10th May 2026	Initial published version included in the Combined Policies and

		Procedures 2026 edition.