

# BUSINESS CONTINUITY PLAN



**LTEN**  
LONDON TRAINING AND  
EMPLOYMENT NETWORK  
Helping organisations grow.

## London Training and Employment Network (LTEN)

### Address:

(1) International House  
Canterbury Crescent  
SW9 7Q

(2) Unit 4 ST Marks Studio  
14 Chillingworth Road  
London N7 8QJ

### Contents (20/03/2020) Arrangements for:

Incident Management  
Business Continuity  
Recovery and Resumption

## DOCUMENT CONTROL

Date	Revision/Amendment Details & Reason	Author
May 2018	Policy update	Toyin Fagbemi CEO
May 2019	Policy update	Toyin Fagbemi CEO
Mar 2020	Corona virus	Toyin Fagbemi CEO

## PURPOSE OF BUSINESS CONTINUITY PLAN

To provide a flexible response so that London Training and Employment Network (LTEN) can:

- Respond to a disruptive incident (incident management)
- Maintain delivery of critical activities/services during an incident (business continuity)
- Return to 'business as usual' (resumption and recovery)

## PLAN REMIT

"The following services are covered by this Plan:

- ✓ Finance Team
- ✓ Personnel/Human Resources
- ✓ Project Management & Delivery

### **BUSINESS CONTINUITY PLAN LEADS:**

Toyin Fagbemi (CEO) is assigned responsibility for the maintenance, exercise and review of this plan. The plan will be reviewed yearly and confirmed by the senior management team (SMT).

### **PLAN DISTRIBUTION:**

Due to the nature of some sensitive data and the Data Protection Act, this document will have restrictive access and will only be distributed to:

- The Board of Trustees
- LTEN Core SMT

Any further necessary briefings of this plan will be made through staff inductions and or team meetings.

This Plan is distributed as follows:

<b>NAME</b>	<b>ROLE</b>
Toyin Fagbemi	CEO
<b>Cynthia Hyman</b>	Head of Operations
<b>Florence Olasehinde</b>	Finance and Administration
<b>Board of Trustees:</b>	
<b>Rebecca Brown</b>	Chair of Trustees
<b>Sister Vitalis</b>	Board Member
<b>Yvonne</b>	Board Member
<b>Doreen Adusei (OBE)</b>	Board Member

### **PLAN STORAGE**

The plan will be stored in 'group' under 'Management' with limited access to the SMT. Each member of the SMT also has the document saved on a memory stick, so that if there are systems failure, there is a back-up copy of the plan available.

### **PLAN REVIEW DATE**

The plan will be reviewed yearly, where risks are assessed and updated. This will include updates of names, phone numbers and a full review of arrangements and accuracy by the SMT and the Board of Trustees. Targets set will be SMART.

## PLAN EXERCISE/TESTING

DATE	Outcome report	Action/Recommendations and by who

## LINKS TO OTHER PLANS

LTEN has linked This Plan to the LTEN Business Plan, Health & Safety, Risk Assessment, Staff Induction and Business Disruption policies & COVID-19 statement.

## Section 2: BUSINESS CONTINUITY PLAN ACTIVATION

### CIRCUMSTANCES

This Plan will be activated in response to an incident causing significant disruption to normal service delivery/business, particularly the delivery of key/critical activities. Examples of circumstances triggering activation of this Plan include:

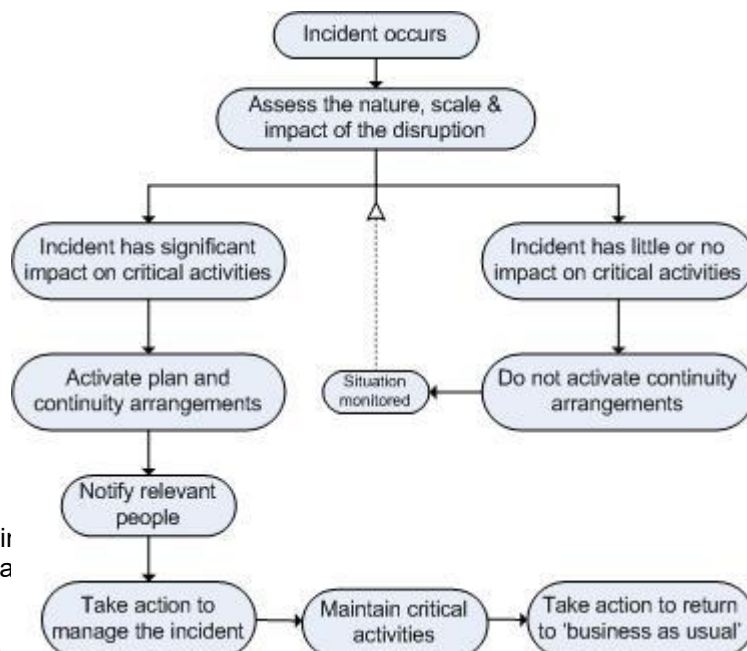
- Loss of key staff or skills e.g., above normal levels of absenteeism due to illness
- Loss of critical systems e.g., ICT failure
- Denial of access, or damage to, facilities e.g. loss of a building through fire
- Loss of a key resource e.g., a major supplier or funder vital to the delivery of a key service
- On lockdown at home e.g. due to terrorist action or pandemic flu.

## RESPONSIBILITY FOR ACTIVATION

A member of the nominated **Business Continuity Team** for LTEN will normally activate this Plan. Staff who can activate the plan are as follows:

Name	Role	Office	Out of Office	Mobile
Toyin Fagbemi	CEO	<ul style="list-style-type: none"> <li>Unit 4 ST Marks Studio 14 Chillingworth Road London N7 8QJ</li> </ul>	0203 841 6950 (2)	07984193554
Cynthia Hyman	Head of Operations	<ul style="list-style-type: none"> <li>Unit 4 ST Marks Studio 14 Chillingworth Road London N7 8QJ</li> <li>International House Canterbury Crescent SW9 7Q</li> </ul>	0790 1777 03	07903177703  07718997824
Florence Olasehinde	Finance and Administration Lead	<ul style="list-style-type: none"> <li>Unit 4 ST Marks Studio 14 Chillingworth Road London N7 8QJ</li> </ul>	0203 841 6950	07486255315

## PROCESS FOR ACTIVATION



LTEN Policies / Busi  
Date last revised: Ma  
March 2020, Jan 22

## Section 3: INCIDENT MANAGEMENT

### PURPOSE OF THE INCIDENT MANAGEMENT PHASE

- Protect the safety of staff, visitors and the wider community
- Protect vital assets e.g., equipment, data, reputation etc.
- Ensure necessary communication takes place
- Support the Business Continuity phase
- Support the Recovery and Resumption phase

### ACTIONS TO PROTECT THE SAFETY AND WELFARE OF STAFF, VISITORS AND THE PUBLIC

The following actions will be taken to protect the immediate safety of staff, visitors and the public:

4	ACTION	FUTHER INFO/DETAILS
1.	<b>Evacuate</b> the building if necessary	Use normal evacuation procedures for the building
2.	Ensure all staff report to the Assembly Point.	<p>From:</p> <p style="text-align: center;"><b>(1) Unit 4 ST Marks Studio</b>  <b>14 Chillingworth Road</b>  <b>London N7 8QJ</b></p> <p>The <b>Assembly point</b> for LTEN is: Outside the main entrance, to the right of the building, in front of the estate railings</p> <p>The <b>alternative Assembly Point</b>                      Opposite the building, outside the Health Centre</p> <p>From:</p> <p style="text-align: center;"><b>(2) International House</b>  <b>Canterbury Crescent</b>  <b>SW9 7Q</b></p> <p>The <b>Assembly point</b> for LTEN is: Across the road outside the main entrance, outside the car park on Canterbury Crescent</p> <p>The <b>alternative Assembly Point</b>                      Outside the main entrance, to the left, meeting in front of the Mansion Flats</p>
3.	Call emergency services (as appropriate)	<p><b>TEL: 999</b>                      The Building Manager is responsible for completing this action</p>

4	ACTION	FUTHER INFO/DETAILS
4.	Check that all staff, contractors and any visitors have been evacuated from the building and are present. Consider safety of all staff, contactors and visitors as a priority	Toyin Fagbemi CEO will ensure the collection of signing in/out sheets
5.	Ensure log of incident is started and maintained throughout the incident phase	The log template can be found in the office Health and Safety Policy File
6.	Record names and details of any staff, contractors or visitors who may have been injured or distressed in the incident.	Toyin Fagbemi CEO is responsible for completing this action
7.	Forward details of any fatalities or injuries in the incident to HR (depending on scale of incident) and agree action that will be taken.	If based in Islington – forward to Islington Head of Health and Safety  If based in Lambeth – forward to Lambeth Head of Health and Safety  Copies should be sent to the LTEN Chair of Trustees  Toyin Fagbemi CEO is responsible for completing this action
8.	Assess impact of the incident to agree response / next steps	Toyin Fagbemi CEO is responsible for completing this action
9.	Log details of all items lost by staff, visitors etc as a result of the incident	Toyin Fagbemi CEO is responsible for documenting this information
10.	Consider whether the involvement of other teams, services or organisations are required to support the management of the incident	Depending on the incident the following may be approached to assist with incident management: <ul style="list-style-type: none"> <li>• SMT Personnel</li> <li>• Board of Trustees</li> <li>• Building Managers</li> </ul>

## COMMUNICATION ACTIONS

In the event of an incident and this plan being activated, the following people should be contacted. Nature of contact will depend on the incident type and time it has occurred.

Toyin Fagbemi CEO is responsible for completing the communication actions.

ALWAYS CONTACT				
4	Name	Role	Contact Details	Likely message
1.	Toyin Fagbemi CEO	SMT & Business Continuity Lead	Toyin@lten.org.uk	<ul style="list-style-type: none"> <li>▪ Incident is taking place</li> <li>▪ Action being taken</li> <li>▪ Impact on the service</li> <li>▪ Request to escalate or support</li> </ul>

<b>ALWAYS CONTACT</b>				
<b>4</b>	<b>Name</b>	<b>Role</b>	<b>Contact Details</b>	<b>Likely message</b>
2.	Cynthia Hyman Head of Operations  Florence Olasehinde Finance and Administration Lead	SMT TEAM	<u>Cynthia@lten.org.uk</u>  Florence@lten.org.uk	<ul style="list-style-type: none"> <li>▪ Incident is taking place</li> <li>▪ Action being taken</li> <li>▪ Impact on the service</li> </ul>
3.	Rebecca Brown	Chair of Trustees	brownrebecca@talktalk.net	<ul style="list-style-type: none"> <li>▪ Incident is taking place</li> <li>▪ Action being taken</li> <li>▪ Impact on the service</li> <li>▪ Request to escalate or support</li> </ul>
4.	Yvonne Ryszkowska	Board Member	yvonne@novina.biz	<ul style="list-style-type: none"> <li>▪ Incident is taking place</li> <li>▪ Action being taken</li> <li>▪ Impact on the service</li> <li>▪ Request to escalate or support</li> </ul>
5.	Doreen Adusei OBE	Board Member	doreen@fashionworks.org.uk	<ul style="list-style-type: none"> <li>▪ Incident is taking place</li> <li>▪ Action being taken</li> <li>▪ Impact on the service</li> <li>▪ Request to escalate or support</li> </ul>
6.	Sister Vitalis Chigbu	Board Member	Liforceglobal@aol.co.uk	<ul style="list-style-type: none"> <li>▪ Incident is taking place</li> <li>▪ Action being taken</li> <li>▪ Impact on the service</li> <li>▪ Request to escalate or support</li> </ul>

<b>CONTACTED DEPENDING ON INCIDENT</b>				
<b>4</b>	<b>Name</b>	<b>Contact</b>	<b>Contact Details</b>	<b>Likely message</b>
1	Toyin Fagbemi CEO	Press	Speak to Board of Trustees and define	<ul style="list-style-type: none"> <li>▪ Incident is taking place</li> <li>▪ Action being taken</li> <li>▪ Impact on the service</li> <li>▪ Where they need to report to/work from</li> <li>▪ Expected duration of the disruption</li> </ul>
1	Florence Olasehinde Finance and Admin Lead	Key Suppliers	Speak with CEO to define	<ul style="list-style-type: none"> <li>▪ Incident is taking place</li> <li>▪ Action being taken</li> <li>▪ Impact on the service</li> <li>▪ Expected duration of the disruption</li> </ul>
2	Cynthia Hyman Head of Operations	Key Stakeholders	Speak with CEO to define	<ul style="list-style-type: none"> <li>▪ Incident is taking place</li> <li>▪ Action being taken</li> <li>▪ Impact on the service</li> <li>▪ Expected duration of the disruption</li> </ul>

## ACTIONS TO SUPPORT BUSINESS CONTINUITY

4	ACTION	FUTHER INFO/DETAILS
1.	Recover vital assets/equipment to enable delivery of critical activities <sup>1</sup>	The essential equipment/resources/information that need to be recovered where possible are: Laptop(s) & access to Group drive
2.	Assess the key priorities for the remainder of the working day and take relevant action	Consider sending staff home, to recovery site etc.
3.	Inform staff what is required of them	Arrangements decided by SMT and consider will staff be sent home? will staff work from recovery site? Other?
4.	Publicise the interim arrangements for delivery of critical activities	Ensure all stakeholders are kept informed of contingency arrangements as appropriate Cynthia Hyman Head of Operation will contact stakeholders Via email / telephone

## ACTIONS TO SUPPORT RECOVERY AND RESUMPTION

	ACTION	FUTHER INFO/DETAILS
1.	Take any salvage/asset recovery actions that are appropriate	Remove any equipment, furniture, records etc that are at risk of damage.
2.	Continue to log all expenditure incurred as a result of the incident	Use a financial expenditure log to record costs incurred as a result of responding to the incident
3.	Seek specific advice/ inform your Insurance Company	

## COMMUNICATING WITH STAFF

It is highly likely that staff will need to be informed about a business disruption and actions being taken to ensure the continuity of the Service. Management may also have to contact staff out of hours to advise them of any alterations to working conditions e.g., relocation of the Service to an alternative site. All staff members contact details should be recorded for this purpose. Contact details change, it is therefore important to ensure a process is in place to ensure details recorded in this plan are kept up to date.

<sup>1</sup> See 4.1 of this Plan for details of critical services



Name	Role	Contact Details
Toyin Fagbemi	CEO	Holy Trinity Vicarage, Philip Lane, London N15 4GZ Toyin@lten.org.uk
Cynthia Hyman	Head of Operations	6 Gresham Road London SW9 7PG Cynthia@lten.org.uk
Florence Olasehinde	Finance/Administrator	75 Milton Way, Houghton Regis, Dunstable, South Bedfordshire LU5 5UE Florence@lten.org.uk
Board of Trustees:		
Rebecca Brown	(Chair) of Trustees	97 Warwick Building, Queenstown Road, Chelsea bridge Wharf London SW 8 4NL brownrebecca@talktalk.net
Sister Vitalis Chigbu	Board of Trustees	54 Nigel Road London E7 8AN Liforceglobal@aol.co.uk
Ms Yvonna Ryszkowska	Board of Trustees	78 Queen Elizabeth Walk London N16 5UQ yvonne@novina.biz
Ms Doreen Adusei OBE	Board of Trustees	40 Tayside Court, Denmark Hill, London SE5 8HB doreen@fashionworks.org.uk

## PURPOSE OF THE BUSINESS CONTINUITY PHASE

The purpose of the business continuity phase of response is to ensure that critical activities are resumed as quickly as possible and/or continue to be delivered during the disruption.

## CRITICAL ACTIVITIES

The outcome of the Business Analysis process has been to identify the following activities as critical:

	Brief Description of Critical Activities
1.	Loss of critical systems such as ICT systems failure
2.	Denial of access or damage to facilities
3.	Lockdown due to terrorist incident or pandemic flu

## NON-CRITICAL ACTIVITIES

A number of activities are none critical and consideration will be given to:

- Not recovering these activities until critical activities have been resumed
- Suspending these activities and diverting their resources to support the critical ones

The non-critical activities for this team/service/organisation are:

Brief Description of Non-Critical Activities	
1.	Loss of a key resource
2.	Loss of key staff skills
3.	

## BUSINESS CONTINUITY ACTIONS

The Business Continuity Team (See Section 2) for the incident is responsible for ensuring the following actions are completed:

	ACTION	FUTHER INFO/DETAILS
1.	Identify any other staff required to be involved in the BC response	Depending on the incident, the Business Continuity Team may need additional/specific input in order to drive the recovery of critical activities
2.	Evaluate the impact of the incident	Use an incident impact assessment form to understand the impact of the incident on 'business as usual' working activities.
3.	Plan how critical activities will be maintained.	Consider: <ul style="list-style-type: none"> <li>▪ Immediate priorities</li> <li>▪ Communication strategies</li> <li>▪ Deployment of resources</li> <li>▪ Finance</li> <li>▪ Monitoring the situation</li> <li>▪ Reporting</li> </ul>
4.	Log <b>all</b> decisions and actions, including what you decide <b>not</b> to do and include rationale	Use a decision and action log to do this
5.	Log <b>all</b> financial expenditure incurred	Use a financial expenditure log to do this
6.	Allocate specific roles as necessary	Roles allocated will depend on the incident and availability of staff
7.	Secure resources to enable critical activities to continue/be recovered	Consider requirements such as the staffing, premises, equipment.
8.	Deliver appropriate communication actions as required	Ensure methods of communication and key messages are developed as appropriate to the needs of your key stakeholders e.g. customers, suppliers, staff, Executive Boards, Shareholders etc.

## Section 5: RECOVERY AND RESUMPTION

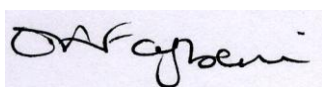
### PURPOSE OF THE RECOVERY AND RESUMPTION PHASE

The purpose of the recovery and resumption phase is to resume normal working practices for the LTEN Team. Where the impact of the incident is prolonged, normal operations may need to be delivered under new circumstances e.g., from a different building.

### RECOVERY AND RESUMPTION ACTIONS

	<b>ACTION</b>	<b>FUTHER INFO/DETAILS</b>
1.	Agree and plan the actions required to enable recovery and resumption of normal working practices	Agreed actions will be detailed in an action plan and set against timescales with responsibility for completion clearly indicated.
2.	Continue to log all expenditure incurred as a result of the incident	Use a financial expenditure log to do this
3.	Respond to any long-term support needs of staff	Depending on the nature of the incident, the Business Continuity Team may need to consider the use of Counselling Services
4.	Carry out a 'debrief' of the incident and complete an Incident Report to document opportunities for improvement and any lessons identified	Use an Incident Report Form to do this. This should be reviewed by all members of the Business Continuity Team to ensure key actions resulting from the incident are implemented within designated timescales
5.	Review this Continuity Plan in light of lessons learned from incident and the response to it	Implement recommendations for improvement and update this Plan. Ensure a revised version of the Plan is read by all members of the Business Continuity Team
6.	Publicise that there is now 'business as usual'	This will be carried out by notices on the website/ telephone etc. Consider who needs to know e.g., customers/stakeholders, suppliers etc.

Signed:



**Name:** Toyin Fagbemi

**Position:** Chief Executive Officer