

Estu Academy
Business Continuity Plan

Know Practice Do

Estu Academy

Business Continuity Plan

1 Purpose

The purpose of this business continuity plan is to prepare staff, contractors, subcontractors and apprentices to respond in the event of extended service outages caused by factors beyond our control (e.g. natural disasters, man-made events), and to restore services to the widest extent possible in the minimum time frame.

Nationwide Energy Training Services is required to develop plans to manage business continuity in the event of a range of disruptions to services. All employees at Estu centres are expected to implement preventive measures whenever possible to minimise vulnerability to incidents (e.g. network failure) and to recover as rapidly as possible when a failure occurs. The document aims to provide policies and, wherever possible, action plans (or links to existing action plans) to allow and support staff in identifying and mitigating (through advance preparation) loss/reduction of service and in taking action should a crisis hit one of the centres or Head Office.

This plan should be read in conjunction with our other evacuation plans and emergency procedures relating to each centre that deal with the immediate response to an emergency situation.

This plan deals with no-notice disruptions most likely to occur, for example: loss of premises (through fire, flood etc); loss of utilities (electricity, gas, water, fuel); failure of IT and telephone, failure of supply, staff shortage, issues such as pandemic 'flu.

The impact of any serious disruption may manifest itself in terms of: delivery of education, safety/welfare, financial consequences; reputation damage; environmental consequences.

This plan identifies potential vulnerabilities/risks and recommends necessary measures to prevent extended service outages. It is a plan that encompasses all systems, contractual responsibilities and delivery requirements.

We always strive to provide high quality services. As part of our commitment to excellence this business continuity plan sets out how to restore services at the earliest possible moment to ensure uninterrupted delivery to our learners and apprentices.

All organisations providing subcontracted services to us and the employers we work with via apprenticeships are expected to have their own robust business continuity plans in place. This requirement will be assessed as part of the engagement process.

This plan should be reviewed annually as a minimum, unless a change in process is required or new centres are opened.

The plan will be stored on the Head shared drive and will be where it can be viewed by key personnel and the Emergency Management Team (1). A copy of the plan must be

immediately available in every site for reference and for audit purposes. Key personnel should also retain a copy of the plan (confidentially and securely) in their home for quick reference.

For apprentices a copy is available on the Health and Safety Board in centre, and a copy is also available on the website:

Change management will be limited to the Emergency Management Coordinators (2).

The Managing Director will be responsible for the plan. A Recovery Plan Co-ordinator will be assigned for specific locations. Their specific responsibilities are as follows:

- Ensure all team members are aware of the plan and the processes which apply.
- Regularly review and update information in the disaster recovery plan (e.g. contact lists, equipment inventories). Communicate with the Emergency Management Coordinator to get up-to-date information periodically.
- Hold initial team meeting to get team members acquainted with the plan and hold annual/biannual meetings to review the plan on an on-going basis.
- Maintain an accurate record of the locations of alternate sites, equipment suppliers, data storage locations and implementation plans.
- Ensure that all apprentices are made aware of the plan and the requirements as part of the induction process.

1.1 Risk identification and mitigation

Estu has in place a Risk Register which has identified primary and sub-risks across the organisation.

2 Scope

This policy applies to all Directors and staff whether permanent, part-time, fixed term, casual employees and volunteers of Estu Academy, and to any temporary staff, consultants or contractors, working on Estu's behalf

It is the responsibility of any contracting manager within Estu to make sure that all temporary staff, consultants and contractors are aware of this policy

The scope of this plan is limited to major crises or incidents which prevent or seriously affect the running of Estu centres and the provision of its services (e.g. natural disasters, man-made events and events which significantly damage our reputation and credibility and therefore its ability to function). This is a business continuity plan, not a daily or minor problem resolution procedures document. It includes elements of disaster recovery

but focuses primarily on short-term recovery and the rapid return to service.

3 Aim of Plan

The aim of this plan is to provide guidance and support to enable Estu to tackle the impact of severe disruptions due to a variety of one-off, but credible, causes.

The plan is designed to achieve the following strategic objectives:

- a. To safeguard the safety and welfare of learners, apprentices, staff and visitors
- b. To resume provision of education services at the earliest opportunity and, where possible, secure a continuation of learning
- c. To maintain the community and identity of Estu
- d. To return Estu to normality.

4 Plan Objectives

Primary objective: a single-point reference and immediate action guide to aid rapid recovery from a major incident, with the key focus on earliest resumption of service.

This plan:

- Serves as a guide for the management team and its employees who make up the recovery teams.
- Identifies the key personnel/roles involved in business continuity and incident recovery.
- Identifies critical functions and functions required to resume services as quickly as possible.
- Identifies priority needs and services.
- References and points to the location of any data that reside outside this document.
- Provides procedures and resources needed to assist in operational recovery.
- Identifies vendors, contractors and apprentices that must be notified in the event of a disaster and provides contact details.
- Identifies alternate sources for supplies, resources and locations.
- Documents storage, safeguarding and retrieval procedures for vital records.
- Documents potential risk areas for which recovery procedures are/may be required.
- Provides a crisis communications action plan for internal and external communication.

5 Notification and Assumptions

During working hours, a site disruption is likely to become apparent to all staff and apprentices very quickly: alarm activation, word-of-mouth etc.

Outside working hours, a site disruption may be notified by the emergency services to the Managing Director.

Assumptions

- Key people (managers/team leaders or alternates) will be available following a disaster.
- This document and all vital records are stored in a secure off-site location and not only survived the disaster but are accessible immediately following the disaster.
- Each support organisation will have its own plan consisting of unique recovery procedures, critical resource information and procedures. The successful use of this plan relies on access to/knowledge of such plans, to ensure that they can work together and avoid clashes of decision-making or duplication of actions.
- A national disaster such as war is beyond the scope of this plan. (In the case of national events or disasters we will follow Government guideline.
- The Risk Register (undertaken) is used as a basis for risk mitigation

Disaster Definition

Any loss of utility service (power, water), connectivity (system sites), or catastrophic event (weather, natural disaster, vandalism) that causes an interruption in the service provided by Estu operations. Any major impact caused by reputational factors such as significant media (or other influencer) attack which affects Estus ability to perform its role. Any event which prevents Estu ability to staff its centres (e.g. epidemic or massive loss of personnel).

The plan identifies potential threats and vulnerabilities and recommends measures to prevent extended service outages.

6 Plan Implementation

The responsibility for implementing this plan lies with the Managing Director or, if not available, other designated senior member of staff (Director of Sales).

6.1 General – Operational Team responsibilities

- Each team member will designate an alternate backup.
- All the members should keep an updated calling list of their work team members' work, home and mobile phone numbers, both at home and at work.
- All team members should have details of this plan for reference at home in case the disaster happens outside normal work hours.
- All team members must provide any corrections or additions to the plan owner, Paul Conroy, Managing Director
- Paulc@vsstraininganddevelopment.co.uk 07855868353

6.2 Teams

- (1) Emergency Management Team (EMT)
- (2) Emergency Management Coordinators

6.2.1 (1) Emergency Management Team (EMT)

The EMT is responsible for:

- overall coordination of the disaster recovery effort
- evaluation of threat/risk level/scope
- determining disaster declaration
- strategic decision-making and action/communication authorisation
- communication with senior management, partners, external organisations and apprentices
- role and task allocation
- authorising bringing in of/funding for additional support or external crisis support or services
- overall safety and welfare of staff and apprentices involved
- undertaking spokesman role in case media interviews are required

Support activities:

- Agree a team leader (depending on availability and the type of crisis)
- Evaluate which recovery actions should be invoked and activate the corresponding recovery teams
- Evaluate and assess damage assessment findings
- Set restoration priority based on the damage assessment reports
- Provide staff with ongoing status information
- Act as a communication channel to corporate teams and major customers
- Work with vendors to develop a rebuild/repair schedule
- Ensure liaison with emergency services/authorities as required
- Ensure that primary focus is given to ensuring health and safety of staff, apprentices and any involved bystanders/centre visitors, followed by actions to resume services
- Responsible for ensuring that action, decision and contact logs are maintained throughout the incident
- Responsible for initiating a full review into the cause of the incident and future prevention of recurrence, including a post-incident review with recommendations for future mitigation/prevention
- Decides whether to invoke use of the alternative locations and which key personnel should relocate there
- Invoke HR procedures for staff affected by incident, including family liaison
- Responsible for contacting insurers and legal advisers if required

The EMT's main function is control and facilitation and its work should follow these phases:

- Phase 1 – Initiation – The initial stages of an event necessary to assess any initial information and instigate Crisis Management or Business Continuity
- Phase 2 – Assessment – Initiation of Business Continuity Plan, selection of recovery locations or stabilisation and de-escalation
- Phase 3 – Recovery – Full Crisis Management, initiation of Business Continuity and Communication Plans
- Phase 4 – Resumption – Planning and execution for resumption of normal business services, crisis closure and formal stand-down of EMT
- Phase 5 – Review – Review of the Crisis and update of the Business Continuity Plan to reflect any lessons learnt

Emergency Management Coordinators

Support activities:

- Gather damage assessment information and report it to EMT
- Determine recovery needs
- Establish a command centre and related operations - the command centre is a prearranged meeting facility either at the facility or alternative location where EMT members meet to coordinate damage assessment and business recovery tasks for the affected operations
- Notify all operational staff and advise them to activate their plan(s) if applicable, based upon the disaster situation
- If no disaster is declared, take appropriate action to return to normal operation using regular staff
- Determine if service providers or other teams are needed to assist with detailed damage assessment
- Prepare post-disaster debriefing report
- Coordinate the development of site-specific recovery plans and ensure they are regularly updated
- Coordinate detailed damage assessment, using contractors as required
- Liaise with EMT regarding work required to restore location
- Work with EMT to ensure that insurers are contacted, and all necessary requirements are fulfilled
- Appoint contractors to undertake any required works to restore location
- Ensure full health and safety checks carried out and findings recorded
- Work with Technical Services Engineering Team to reinstate full TSE status
- Once location is restored, work with EMT and local staff to ensure operations are resumed

Information to be gathered includes:

Determine the nature of the incident, for example a fire, an explosion, water damage, IT failure (physical, e.g. cut cables or systems failure, deliberate or accidental)

- When it occurred?
- Where it occurred?
- Who is involved?
- If there are any casualties and their status:
 - Names
 - Location
 - Condition
- Who has been informed?
- Which emergency services have been called?
- Who is the person currently in charge?

Support Activities

- Coordinate detailed damage assessment, using contractors as required
- Liaise with EMT regarding work required to restore location
- Work with EMT to ensure that insurers are contacted, and all necessary requirements are fulfilled
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7 Initial Actions and Emergency File

Evacuation is dealt with in the Estu Emergency Evacuation Plan

Upon activation of this plan, the Managing Director, or his/her nominated deputy, will form a Business Continuity Management Team (BCMT) with responsibilities as listed in Item 7.

The primary objective of the BCMT is to manage the developing situation and minimise harm and danger to:

- Apprentices
- Staff
- Visitors to the provider
- Building, contents and other assets and
- Estu ability to provide education

Emergency files will be stored in Head Office and on the shared drive saved in the cloud.

The files should contain the following items:

1. A copy of this plan
2. A copy of the evacuation and contingency plan
3. Site plans
4. Any other critical items

Up-to-date contact information for next of kin details for staff and apprentices will be available via any internet enabled computer. The file should be taken out of the building by the nearest person, only if safe to do so. The emergency file will be checked termly for accuracy of information by the Senior Administration Co-ordinator.

8 Assessment/Containment

As soon as practicable, the BCMT will meet to consider what resources are available to continue normal business as far as possible. Potential resources are:

- Staff, vehicles, equipment still at the scene
- Staff, vehicles, equipment located elsewhere
- Current IT and telephony capability

If the disruption has resulted in the loss of the delivery site, the BCMT meeting should be held at;

Warrington Chamber of Commerce and Industry, International Business Centre Delta Crescent, Warrington WA5 7WQ

9 Roles and Responsibilities

Functional roles include, but are not limited to the following (dependant on resources available, individuals may be called upon to fulfil more than one role):

Incident Officer: Managing Director

- Chair Team meetings
- Co-ordination of the response
- Liaise with ESFA/ LADO (Local Authority Designated Officer)
- Allocate resources
- Be prepared to answer questions from the media
- Responsible for deciding whether or not staff should be sent home

Staff and Communications Officer: Senior Administration Co-ordinator

- Meet and greet emergency services as they arrive, with a floor plan of the building, if possible
- Ensure all significant occurrences and decisions are recorded, together with reasons for decisions made
- Provide clerical and practical assistance to the Incident Officer
- (Immediate!) Instruct staff not to leave the rendezvous point until told to do so
- Liaison between Emergency Team and staff
- Imparting factual information to staff
- Agree key information to be given to apprentices

Welfare: Sales Director

- Ensure all apprentices, staff and visitors are safe and accounted for
- Marshalling of apprentices, staff and visitors at the evacuation rendezvous point
- Arranging for transfer of everyone to place of safety
- Arrange for warm, dry shelter for everyone in the short term
- Deal with immediate welfare matters: distress, injuries, domestic responsibilities, etc.

- Co-ordinate the sending home of apprentices and immediate care of those whose next of kin cannot be readily notified, providing transport expenses if required.

Premises: Senior Administration Co-ordinator, supported by Sales Director

- Building security
- Turn off gas, electricity etc, if this can be done safely
- Salvage of critical documents/equipment if this can be done safely
- The nominated person should be in possession of a list of critical items
- Signs and notices for doors/boundaries
- Liaison with neighbours
- Identification/transfer to alternative premises

Continuity and Recovery: Sales Director

- Arrange for opening of alternative premises
- Co-ordinate fitting out with furniture and equipment
- Liaise with Senior Administration Co-ordinator to contact relevant insurance companies
- Liaise with Managing Director who will inform ESFA as necessary

10 Potential Disruptions

Loss of Premises

The BASE is not situated in a designated floodplain and therefore not at risk of flooding from any tributaries. The premises are set between a UTC College and a Public House within the town centre. Neither neighbouring premises pose any additional fire, flood or health risk. In the event that The BASE is damaged by fire, flood or poses a health risk the Sales Director would make arrangements to move central operations to an alternative site as appropriate. They include;

Temporary/short term

Warrington Chamber of Commerce and Industry, International Business Centre Delta Crescent, Warrington WA5 7WQ

Permanent/long term

We hold a contract with Regus where we have ready access to Regus offices throughout the country.

Regus

Cinnamon House Cinnamon Park Crab Lane, Warrington, WA2 0DB

Loss of Utilities/ICT:

Utilities/ICT	Name of Supplier	Telephone Number
Electricity	Serviced Office so contact Stacey Marsh on 07717 762849, Building Manager for Langtree	
Gas		
Water		
Telephone		
MIS/e-portfolio (APTEM)	MWS Technologies	0207 870 1000
Webinar	Zoom	0800 368 7314

Virtual Teaching:

If there is a serious disruption to education, work can still be submitted by apprentices and accessed by tutors via normal e-mail addresses or through the use of our Webinar service provider. Tutors can gain independent access to APTEM, our online e-portfolio system which contains all resources required to deliver remotely.

Loss of Communication

In the event of total loss of telecommunication mobile phones can be used until phone system is repaired /replaced.

Computers:

In the event of replacement computers being required the Senior Administration Co-ordinator will contact main suppliers and assess which contractor can replace equipment at the quickest/cheapest rate.

Business Account – Currys/PC World: 0344 561 6789
 Account Number: 3965067
 DSG Account Number: QZ4179NETS

Internet Access and IT Support:

Provided by Nas Kovalchev 07904 395687

Back up

Sharepoint through Office 365 holds all data. In the event of total loss, it will be necessary to restore data from the Sharepoint Data Loss Prevention Page and Sharepoint Back-up. Once the restoration is completed, full access is restored.

Staff Shortage

The most likely scenarios involving a significant loss of staff are:

Outbreak of disease (e.g. influenza/COVID-19 pandemic)
 Fuel Shortage
 Industrial action

In all of these events, there is likely to be a period of notice in which arrangements may be made to mitigate the effects:

Epidemic/Pandemic - COVID-19 response

Provider Pandemic Manager: Managing Director Deputy: Director of Sales

If any location is affected by mass illness such as COVID-19 pandemic or a suspected infection (including any suspicion of terrorist or criminal-initiated infection such as an anthrax scare), then staff, apprentices and any other person's health and safety is the primary concern. A COVID-19 or other pandemic is likely to build up with increasing loss of staff for work so should be treated as an HR issue and alerted as soon as possible to the Managing Director. They will consult with the staff to see whether the office needs to be closed or to find additional support for the duration. If a COVID-19 or similar pandemic is confirmed, the Managing Director will liaise with Government medical advisers and instruct accordingly.

If a possible contamination of any kind threatening to health is suspected, procedures as for fire evacuation should be followed, with people instructed to gather at a central point and to remain in place until expert medical advice can be obtained. The most senior person present should contact the Managing Director, who will immediately obtain specialist Government advice. The building should not be re-entered until it has been cleared by the emergency services, who will advise on/undertake any necessary decontamination procedures.

The Managing Director will undertake communications with staff, families and local/national media as necessary. Everyone else should be reminded not to speak with the media unless authorised.

A COVID-19 pandemic or similar occurrence may jeopardise staffing levels, directly through staff illness, or indirectly through fear of infection or through caring responsibilities for sick relatives.

All staff have been provided with laptops to enable remote working to take place. In the event of a pandemic where possible staff should remain at home until determined by the Senior Leadership confirm that it is safe to return to the office. The home working risk assessment should be undertaken and recorded. Staff have been provided with Zoom and Teams access to enable 'business as usual activities' to take place. In the event of a tutor being unavailable for work, the Managing Director will co-ordinate to have sessions covered or rescheduled where appropriate ensuring minimal disruption with normal service resumed by the next appointment/session.

SUSPECT MAIL

- Look out for suspicious envelopes or packages (such as discolouration, crystals, strange odours or oily stains, powder, excessive tape or string, unusual size or weight, lopsided or oddly-shaped envelope, postmark that does not match return address, excessive postage, handwritten, block-printed or poorly-typed addresses/title but no name, addressed to individual no longer with organisation).
- Open all mail with a letter opener.
- Do not blow into envelopes.
- Do not shake or pour out contents.
- Keep hands away from nose and mouth while opening mail.
- Wash hands after handling mail.

- ***If you are in any doubt about a package, do not touch it, move it or open it and call the police on 999.***
- If you believe you have handled a contaminated package do not touch the package further or move it to another location
- shut windows and doors in the room and leave the room, but keep yourself separate from others and available for medical examination
- switch off any room air conditioning system
- notify the building manager who should call 999 and close all fire doors and windows in the building
- If there has been a suspected biological contamination, ensure that personnel outside the room are evacuated as soon as possible and ensure individuals in the contaminated room are evacuated to an adjacent unoccupied room away from the hazard.

If **you** find a suspect package outside a building

- do not touch it or move it
- inform the building manager clearly stating why you believe a biological/chemical material is involved

If **anyone** believes they have been exposed to biological/chemical material

- remain calm
- do not touch eyes, nose or any other part of the body
- wash your hands in ordinary soap where facilities are provided, but staff movement outside contained locations should be avoided as much as possible

Fuel

In the event of a widespread fuel shortage, options will include: Increased use of;

- Remote delivery using Zoom/Teams webinar and Aptom platforms
- Public transport
- Car sharing
- Walking or cycling

When information indicates that a fuel shortage is expected, a list of staff living remotely from their place of work and with particular difficulties in accessing any of the above options will be compiled.

Industrial Action

As far as possible, without attempting to influence staff members' legal right to take industrial action, managers should try to estimate the proportion of staff that may be available to work in order to plan work in accordance with priorities.

Financial

In the event of business disruption, the directors of the business have a variety of ways they can access the business account;

- On-line log-in
- Mobile App
- In branch (ID required)

Should none of the Directors be available the Senior Administration Co-ordinator has access to a company credit card that can be used, or in the event that access to the company bank account is not available.

Should any member of staff be financially stranded on company business the Directors will make any and all necessary arrangements to ensure the staff member is provided with sufficient funds for travel, sustenance and, when necessary, accommodation.

Should the business suffer with a cashflow issue it has access to a substantial overdraft facility that will cover all outgoings for a period of one month. This is in addition to any other credit facilities available to the business.

MINOR INCIDENTS

In addition to the disasters described above, it is possible that more minor incidents may occur that disrupt services for less than four hours (thus not invoking the use of the Business Continuity Plan), but that still require alternate arrangements to be made in order for services to continue being delivered to apprentices. Examples of such incidents might include temporary loss of water or electricity at a site, due to a water main being repaired or a power cut.

In such circumstances, the staff member will contact the Managing Director to agree the most appropriate course of action. They will between them endeavour to establish when the site will be fully functional again. If this is not likely to happen within four hours, the Business Continuity Plan should be used. If, however, it is anticipated that the disruption can be overcome in less time than this, then the Staff Member and Managing Director will take reasonable measures to minimise disruption and continue with normal service delivery.

COMMUNICATIONS

Communications (internal and external)

In any type of crisis that requires the invocation of the Business Continuity Plan, the Managing Director, in full liaison with the BCMT, will:

- Draft Q&As for all potential questions from staff, apprentices and their employers, families, media and other potential interested parties.
- Agree joint statements with partners' communications personnel.
- Draft holding statements and Q&As and agree whether proactive or reactive communication is needed and with which audiences.
- Liaise regularly with partners' communications personnel.
- Liaise with legal advisers over external messages, if required.

- Regularly update all internal and external communications messages as suitable (staff hotline, call tree message, media statements).

- Confirm contact procedures and messages for interested parties relating to any personnel deaths or injuries (e.g. families, local MPs etc.)
- Director of Sales to liaise with medical services regarding status of injured staff and confirm agreement of any information issued publicly by medical professionals.
- Director of Sales to initiate the call tree notification procedure once agreed with BCMT.
- Ensure staff and relevant other audiences receive regular updated messages.
- Keep BCMT updated of all communications activity, any response received and whether any remedial messaging is required (e.g. if need to issue more detailed statements, undertake interviews etc.)
- Agree spokespeople and brief them on latest messages/Q&As and any interview requirements. Attend any interviews and undertake any follow-up required.
- Draft all external messages, press releases, letters etc. to ensure cohesion of messages. Review all other internal and external messages/communications undertaken by the BCMT for the same reason.
- Review all third-party messages e.g. from emergency services, suppliers etc. to ensure consistency of messaging.
- Review all media and internet coverage to ensure the information is correct and up-to-date. Contact the initiator with correct information if required.
- Work with web team to draft any website messages required.

11 Recovery

Long-term recovery may be affected by decisions made during the assessment/ containment phase, so recovery issues should be taken into account by the BCMT from the outset. Dependent on the nature of the incident, recovery may take months or even years to achieve (for instance if a full rebuild is required after a fire, or if injuries or deaths occur) and will include ways of keeping the Provider community together during any period of dispersion or commemorating the event on anniversaries.

Name	Role	Mobile Phone
(1) Emergency Management Team (BCMT):		
Paul Conroy	Managing Director	07855 868353
Philippa Plumpton	Director of Sales	07803 824524
(2) Emergency Local Coordinators:		
Ann Flynn	Senior Administration Co-ordinator	07740 191532
Jamie Ryan	Sales and Marketing Co-ordinator	07506 782895
Jed Delooze	Sales and Marketing Co-ordinator	07955 126589
(3) Operational Team:		
Emily Brown	Tutor	07922 427032
Keith Pugsley	Tutor	07719 309000

Lynne Horton	Tutor	07511 158139
Martin Haddelsey	IQA	07581 246218
Clare Chambers	IQA	07563 082520

Should Estu cease trading

In the event that Estu cease trading we will work with the ESFA to ensure a smooth transition for all apprentices affected. Apprentice portfolios will be made available to the new provider to ensure that apprentices have limited disruption to service, and copies of all paperwork will be presented to the new provider.

We will endeavour to follow the ESFA process for contract closure ensuring that all requirements are met within the agreed timescales in line with our contractual obligations and will keep the ESFA, apprentices and employers up to date with progress.

In the event that the Business Continuity Plan is invoked the ESFA must be made aware and our Relationship Manager, Roisin Morris on roisin.morris@education.gov.uk or alternatively by phone on 07867 910352

12 Access & Storage

The Policy is found on the shared drive and is available to all staff.

13 Revision History

Version No.	Date	Amendment
1.0	27/07/15	Business Continuity Plan created for WMC contract
1.0	01/08/16	Mersey Travel contract
1.1	10/07/17	P. Siwiak left the business. New roles assigned.
1.2	12/02/18	Introduction of APTEM & Zoom, move from Vodafone to BT
1.3	10/09/18	Introduction of MEGA cloud
1.4	15/02/19	Opening of additional office – The Turbine, Worksop, Nottinghamshire
1.5	02/04/19	Addition of Financial to BCP
4	26/08/2020	Full review and Update
5	Aug 2021	Full review and update to include updated contact information, revised COVID-19 response

Authorisation	
Signed:	
Print:	Paul Conroy
Date:	10 August 2021
Position:	Managing Director