

Business Continuity Plan

Medex Group Ltd

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Person Responsible: Vicki Chetwood

Medex Group Ltd

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Version	Date	Summary of changes
01	30th Oct 2015	First released document
02	27 th Nov 2016	updated
03	17 th Jan 2018	updated
04	28 th Jan 2019	Updated with relevant staff and overall review
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06	16/02/2021	Updated with relevant staff and overall review

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07	16/02/2023	Updated with relevant staff and overall review
08	24/03/2024	Updated with relevant staff and overall review

Distribution

All staff will receive a copy of the plan

Business Continuity Plan maintenance

Key contacts list	6 monthly recommended
Full review	Annually
Ad hoc review	As and when

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1. Abbreviations

BCP	Business Continuity Plan
SFA	Skills Funding Agency

2. Purpose and Scope

This is the Medex Business Continuity Plan. It has been developed to meet the requirements of the business and is based on the recommended template included in the Departmental Business Continuity Framework.

The purpose of the business continuity plan is to set out how critical business activities will be maintained in the event of an incident/disruption that threatens the delivery of business and the Departmental/Agency/Client Group priorities.

3 Strategic Aims and Deliverables

- To ensure that business service delivery is not affected in the event of ad hoc situations that impact negatively on operations.
- To provide reassurance that items identified on the high level risk register are provided with a contingency operationally.

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4 Threats and Contingencies

Unavailability of People

Note: to be completed in consultation with the Business Impact Analysis.

Business Critical function as identified in Business Impact Analysis	Priority Rating	Minimum number of people required to undertake this role	Name(s) of person in job currently undertaking this role	Names of staff who have the skills / training required to cover this area of work
Payroll	1	1	Rachael Brownrigg	Rachael Brownrigg (payroll outsourced) Vicki Chetwood
Administration Functions	1	1	Maddie Kay	Vicki Chetwood
Business Admin	1	1	Maddie Kay	Andrew Brownrigg / Vicki CHetwood

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Loss of Premises

Location 1: Botanical Gardens Business Centre, 3 Southbourne Road, Sheffield, S10 2QN

Premises requirement	Location and type of premises	Staffing numbers	Work objective & key jobs/tasks	IT and telephony, Office furniture and other equipment	Contingency options (e.g. “buddying” arrangements, reciprocal agreements etc)
Currently	Head office of Medex Group Sheffield	4 full time staff 10 freelance consultants	Day-to-day management of contracts. Managing Director Office Manager Finance and Commercial Manager Administrators and other staff Used as Head Office and working space to ensure that contractual compliance and performance expectation met. Teams carry out day-to-day operational duties Contracts.	Telephone system IT Server System Staff laptops and IT	Staff have company mobile telephones provided in case of telephone system failure. All staff are able to work remotely from Home site or can log onto their accounts via the web The Server has two separate hard drive and one is removed from site each evening as a back up

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Immediate within 0 - 24hrs				<p>If the building is to remain shut for up to 24hrs then staff to be informed work from home</p> <p>If the building is to remain shut for longer than 24hrs then Management team to source the Service office from the list available</p>
Urgent from 24 hours - 1 week				
Routine From 1 week – 1 month				

Loss of Processes

Business processes	Business/tasks impacted if process is unavailable	Contingency	Maximum Tolerable Outage(MTO)* & Recovery Time Objective (RTO) **	Central Guidance/ Instructions

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Telephone System Loss	No telephone	Mobile numbers all staff to have the staff mobile numbers on their phone and at home	24 hours MTO 4 hours RTO	Office Manager to inform fund holders
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***Maximum Tolerable Outage (MTO):** This is the period of time by which a business process must be restored.

*** Recovery Time Objective (RTO):** This is the target set for recovering services to allow business processes to be resumed within the Maximum Tolerable Outage.

Loss of Providers

Service provider or supplier and service required	Business impact if service cannot be provided	Contingency	Maximum tolerable outage (MTO)*	Central Guidance/ Instructions
NA				

***Maximum Tolerable Outage (MTO):** -This is the period of time by which a business process must be restored.

5 Communication Arrangements

This plan and any relevant updates will be communicated by email and telephoned through to the stakeholders. The first person to be aware for the situation to inform the Senior Management team the Management team are to use this as a working document and are to review this with staff on a monthly basis, reporting any concerns or suggestion for amendments.

Covid Business Continuity

Covid 19 has placed restrictions and challenges on people and businesses, an impact that is being felt globally. As training providers for the health and Social Care sector the pandemic impacts greatly on our business and the safety of all our workers and customers. Health and Social Care providers must prioritise providing care to people but they must also ensure their workforce is competent, confident and skilled in providing high quality care to their service users.

Objectives	Actions/Considerations
Effective communication with staff and freelance consultants	The primary method of communication will be email and telephone calls to ensure all staff are aware of and understand the rules and regulations, including Medex policies and procedures relating to Covid 19. Any changes will be communicated by email to all full time and freelance staff.
Maintaining staff welfare and safety	Staff to be encouraged and supported to work from home whenever possible. Staff to self-isolate and get a Covid test if they have any symptoms that could indicate Covid. If a staff member tests positive anyone who has been in contact with the staff member to be informed and self-isolate. If any staff member or freelance consultant is having difficulties due to the pandemic they will be signposted to appropriate support.
Remote technological working solutions.	All staff have mobile phones, contact numbers and emails to be distributed to all full time staff and to freelance consultants on a need to know basis with the consent of the consultants involved. Staff and freelance Consultants to have access to Microsoft Teams to support remote delivery of training to learners. Meetings to be done using Microsoft Teams.
Infection Control measures	Staff and any visitors to the office to be provided with PPE and hand sanitiser when required. Staff to social distance and ensure work areas are ventilated when working in the office although staff only work in the office when it is necessary.

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	<p>When working at sanitiser to be business. Office Manager will ensure staff member attending has no symptoms. Office Manager will communicate the customers Covid risk assessment to staff attending the site.</p> <p>customer sites, PPE to be worn and hand used by anyone attending on Medex the customer site is Covid safe and that the customers Covid risk assessment to staff attending the site.</p>
Face to Face Training	<p>As above the Office Manager will ensure the site is Covid safe, the staff member has no symptoms and the customer Covid risk assessment will be communicated to the staff member to ensure compliance whilst on site. Staff will have a temperature check done when attending a customer site before admission to the site</p> <p>Numbers will be reduced to allow social distancing in training sessions. Training rooms will be ventilated, when moving around the room or other areas in the building masks must be worn. Learners and customers will provide their own equipment for the sessions, e.g., pens. Paper workbooks and assessment documents will be printed by Medex, posted to freelance consultants and kept in the plastic postage bag until opened at the site and learners will take a copy of the paperwork required. Hands must be sanitised before and after touching any paperwork or equipment.</p>
Staff Absence due to self-isolation or illness	<p>Medex have full time staff with the skills and knowledge to complete work in other areas of the business as per the unavailability of staff information on page 6. We have a number of freelance consultants who are also quality assurers and tutors in the health and social care sector and can stand in, at short notice, for staff who are not available. This avoids any disruption to planned training be it face to face or online.</p>

Annex 1 Contacts List and BCP distribution

First name	Surname	Role/responsibility	Office telephone	Official mobile telephone	Out of hours contact number
<i>Departmental Business Continuity Management Team</i>					
Rachael	Brownrigg	Managing Director	0114 2665264	07766 520502	07766 520502
Andrew	Brownrigg	Business Development Director	0114 2665264	07824 324655	07824 324655
Maddie	Kay	Office Manager	0114 2665264	07974 253187	07974 253187
Lara	Beech	Quality Manager	0114 2665264	07885 238052	07885 238052
Vicki	Chetwood	Operations Manager	0114 2665264	07581 415098	07581 415098

Invocation / Stand-down – Generic checklists Annex 2

Invocation Generic Checklist 1

No	Action	Action Taken/comments
1	Initial incident report/alert received.	
2	<p>Following assessment of situation decide to either:</p> <ul style="list-style-type: none"> • take no further action and close incident; or • Contact other team members to alert them of incident/disruption and advice of situation. <p>Note: For ease of reference list your key Business contacts/stakeholders eg CEO, Operations Director, Finance Manager, Office Manager. These contacts may be extracted from the information contained within your key contact list at Annex 1 or they could be additional contacts in relation to the specific incident / disruption.</p>	
3	<p>Following consultation with the Senior Responsible Officer (SRO):</p> <p>A) agree to invoke the plan; B) put decision on hold; or</p> <p>c) Stand down.</p>	
4	If 'A' above applies – arrange meeting with appropriate management forum to consider appropriate actions required to manage incident.	

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5	<p>If 'B' confirm appropriate management forum, when you will make contact with them again to review the situation. Agree how, when and where contact will be made and within what timescale.</p>	<p>above applies – with the</p>
6	<p>If 'C' above applies - confirm with the appropriate management forum that all relevant parties are made aware of this decision.</p>	

Invocation of the Business Continuity Plan – Generic Checklist 2		
No	Action	Action Taken/comments
1	Plan invoked by the appropriate Senior Team Manager following assessment of situation with Business Continuity Management Team members.	
2	Gather as much information as possible regarding the potential impact of the disruption in line with the 'threats and contingencies' information contained within your plan.	
3	Assign roles and responsibilities, redeploying staff from core activities where appropriate to cover priority areas.	
4	Put in place an incident log to record information, assign a Business Continuity Management Team member to maintain the log.	
5	Consider and agree what communication messages need to be made available to staff and customers to inform them of the incident. Consider if you will need to use the Head Office telephone number 01709 586600 and internet site.	
7	Establish what personal possessions of staff are still in the affected site/building, consider how these can be retrieved.	
8		
9	Agree when and how, ie use teleconference facility, the appropriate management forum will keep in touch following closure of initial invocation meeting.	
10	Appropriate management forum to review and update decisions on location of key staff and your ability to maintain core business in light of any updated information received.	

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Stand down checklist

Stand down return to steady state following closure of incident – Generic Checklist 3		
No	Action	Action Taken/comments
1	Appropriate management forum meet to agree that recovery process can commence.	
2	Consider process to be followed for staff to move from fallback accommodation to normal place of work. Consider state of furnishings, utilities available any health and safety issues.	
3	Liase with Telecoms and Information Technology to ensure all systems have been restored.	
4	Produce a plan to identify how any arrears of work will be cleared and identify staff required to action work.	
5	Issue appropriate communications message to staff via emergency telephone number, Intranet or letter to inform them of return to normal working.	
6	If customers affected issue appropriate communications message informing them that period of disruption has now ended via regional/national Press Office.	
7	Produce a lessons learned report.	

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Incident Log

During any disruption to business it is important that a record is maintained of the disruption as it is managed from start through to finish. The following generic log sheet can be used for this purpose and should be included in your BCP.

Ref No	Issue/Action required	Raised by	Business Area	Date raised	Action taken/Issue response/Comms issued	Date cleared	Further action
1	COVID-19	Employers	FtF Training	02/03/2020	See actions on Monday.COM		
2							
3							
4							
5							
6							
7							
8							
9							
10							

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Annex 3 Lessons learned

No	Issue	Difficulties caused by not having this in place	Lessons Learned	Responsibility
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

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