

CONTINUITY PLAN FOR APPRENTICESHIP TRAINING

PURPOSE OF THIS PLAN

This plan aims at minimising any interruption to the business following an incident or event that could have a negative impact on our activities and services. It will be used if a significant and extraordinary disruption occurs, which is likely to involve:

- serious illness, injury or death to members of the Juice team;
- major premises or property destruction, loss or damage;
- loss of our communication and IT facilities;
- significant event that prevents access to our premises and/or facilities;
- government legislation that affects our working practices.

The plan will be managed in the first instance by Kevin Culver, Managing Director.

PLAN ACTIVATION

The plan will be activated immediately following an incident that is deemed to have the potential to damage the business. Juice's Business Interruption Response Team, which comprises the company's directors and senior management team, will convene at the earliest opportunity and, in any event, within two hours of an incident arising.

In the first instance, notification of an incident should be immediately communicated to Kevin Culver, Managing Director. In his absence, notification should be given to Matt Trott, CEO & Founder. Their contact details are shown below under heading *Emergency contacts in the event of a significant threat*. They will invoke the plan, and the Business Interruption Response Team will immediately sanction the appropriate responses according to the requirements of any given situation.

It will be the joint responsibility of the Business Interruption Response Team to agree an incident has been resolved and normal business activity resumed. The team will review the effectiveness of the actions taken, update the Business Continuity Plan if required, and stand down all actions relating to the incident and return to business as usual.

SCOPE

This plan covers all of Juice's work, including customer facing interventions as well as back-office administration, contract compliance and all other normal activities of the business. In developing this plan, the following has been considered:

- different methods of communication;
- managing transportation needs;
- providing different operation locations;
- back-up of relevant business systems;
- back-up and restoration of data;
- lack of people;
- supporting apprentices if we can no longer deliver training;
- ensuring ongoing access to apprentices' learning resources and portfolios;
- emergency contacts in the event of a significant incident.

ASSUMPTIONS

In developing this plan, the following assumptions have been made:

- the safety and welfare of people take priority at all times;
- all directors of the business have knowledge and understanding of this plan;
- the owners of third-party software used will respond swiftly to any issues that interrupt their own business activities;
- replacement equipment such as phones and computers will continue to be readily available at short notice.

OBJECTIVES

Juice's objectives during any incident or interruption to business as usual are to:

1. ensure the safety of staff and others to whom we have a safeguarding responsibility;
2. maintain working output to ensure our services continue;
3. keep all apprentices, employers and other stakeholders informed, as appropriate;
4. protect our assets and our reputation;
5. return to business as usual as swiftly as possible.

PRIORITIES

When business as usual is not possible, the key priorities are:

1. within 24 hours, contact all interested stakeholders to advise them the business has suffered an interruption, that the recovery plan has been invoked, and the timescales expected for a return to business as usual;
2. within one day contact any stakeholder with whom we have planned appointments to rearrange dates, if necessary;
3. within three days, order replacement equipment needed to restore necessary resources to the level needed to run the business as usual;
4. within three days, assess the need for any temporary or permanent staff resources and commence the process of advertising and recruiting same and, if required, implement plan to install non-executive directors into executive roles while permanent replacements are found;
5. within 24 hours, recover any lost data and bring up to date with any additional input, so that business information is restored to its expected state.

In all cases, the aim is to have the business fully restored within one week of any interruption to ensure minimum disruption to apprentices, employers and other stakeholders.

ROLES AND RESPONSIBILITIES

The Business Continuity Plan is owned by Juice's Managing Director, Kevin Culver. He is responsible for maintaining and updating the plan. The Managing Director will also take the lead on invoking the plan if the need arises including:

- authorising actions by colleagues as appropriate;
- managing team responses;
- ensuring the right levels of administrative and technical support are in place;
- managing the budget required to restore the business to normal;
- evaluating the success of any responses;
- deciding when business normality has been resumed and the plan can be stood down.

In the event of the absence of the Managing Director for any reason, the CEO & Founder will assume full responsibility.

DIFFERENT METHODS OF COMMUNICATION

It is our normal practice to communicate with staff, apprentices and employers via mobile phone, email and social media. These rely on mobile phone networks and broadband facilities being maintained. Because all staff work from home, it is highly unlikely that any incident will have widespread impact on the business. In effect, the company has multiple access points to mobile phone networks and broadband facilities, thus reducing the risk of serious interruption to a negligible level. There is more likely to be a local and manageable impact with an individual member of staff.

In the event of an interruption to the business that affects communication, the Juice team will communicate internally and externally by the most appropriate methods available to ensure that:

- key messages are relayed swiftly;
- recovery efforts are coordinated effectively;
- apprentices, employers and other stakeholders are notified without undue delay;
- replacement resources are ordered/found promptly.

In all likelihood, communication will continue via mobile phone and email in the first instance with other methods being used only as a secondary option if the need arises. These include calls to landlines, and the company has a record of each staff member's landline number for emergency purposes.

In the event of loss or damage to mobile phone equipment, staff are authorised to arrange an immediate replacement, which should be possible within a matter of hours.

MANAGING TRANSPORTATION NEEDS

Our business impact analysis has identified that, although interruption to the UK's travel infrastructure is likely and regular (e.g. problems with vehicles, road networks and public transport), it is unlikely to have a noticeable impact on our business. Our staff all work from home and travelling is a rare occurrence since the COVID-19 pandemic hit the UK.

It is possible that, on very infrequent occasions, staff might travel to attend internal meetings or extraordinary events such as Ofsted inspections or ESFA audits. If a transportation problem occurred during one of these events, the impact will be minimised by:

- organising alternative transport wherever possible including the hire of alternative vehicles;
- communicating the problem to colleagues who may be able to take the appointment and avoid missed engagements wherever possible;
- contacting interested parties if no immediate solution can be found to explain the situation and rearrange appointments and commitments.

PROVIDING DIFFERENT OPERATION LOCATIONS

Staff work from home under normal circumstances. Juice's head office is in suitable accommodation at the home of the Founder & CEO. In the event of unavailability of any of the locations used for working purposes, alternative accommodation will be found and/or rented until normal business activity is resumed. Juice has identified two suitable alternatives for the transfer of head office functions should the needs arise:

- The Thames Valley Park Business Centre, Reading
- The Henley Building, Henley on Thames

BACK UP OF RELEVANT SYSTEMS

We are reliant on three third-party IT systems:

- iLearner and Aptem – used to ensure effective record keeping and compliance with Education and Skills Funding Agency regulations. However, this is a web-based system that does not require any particular hardware, software or server installations at our premises. Our business interruption analysis has identified that loss or damage to the equipment we own that supports our business-critical systems is unlikely and, if it did occur, would have low impact.
- Growth Engineering - our e-learning platform, which is hosted by a specialist external company. If it were to go down, it would cause interruption to our apprentices' learning. However, this has been judged as very low risk and, in any event, the timeframes involved would be very short. The organisation has a range of policies and procedures that cover information security, data breach, incident management, disaster recovery and data destruction. All data is cloud based and easily accessible from many different devices, hence reducing the risk of no access and interruption even further.

BACK-UP AND RESTORATION OF DATA

Loss of data within our business-critical systems would have a high impact on the business. However, the risk has been judged as very low because all data is held in several remote servers located in different countries that are backed up simultaneously every few minutes. Any interruption would be

very short-term and easily rectified with back-up from source data materials. No other critical data is kept by the company outside of this secure and protected system.

We have also reviewed both third party supplier's cyber security processes as part of our ongoing due diligence process for all our business partners and are satisfied with their policies and arrangements for disaster recovery.

LACK OF PEOPLE

Juice is heavily reliant on its staff resources. We have made the following judgements in our business interruption analysis:

- the threat of short-term illness, injury or absence of key personnel is likely to occur from time to time but will have a low impact;
- the threat of long-term illness or absence of key personnel is less likely to occur but would have a significant impact on the business.

The probable low impacts include cancelled appointments, pressure on other staff and disruption of services to stakeholders. The probable high impacts include interruption to business strategy and governance and loss of client confidence.

We are managing and reducing these potential threats through:

- carefully managed caseloads;
- empowering staff to make decisions and to multitask;
- weekly SMT meetings where all current business issues are shared;
- training existing staff to move into roles of greater responsibility;
- using a non-executive director to step in if the need arises;
- running a well-being programme that encourages all staff to strive for a good work/life balance.

SUPPORTING APPRENTICES IF WE CAN NO LONGER DELIVER TRAINING

In the event of a major incident that results in Juice being unable to continue business (e.g. insolvency, removal from the RoATP or failed Ofsted inspection), the following support and protection will be given to apprentices:

- the directors of the business, or its authorised representatives, will immediately inform the ESFA;
- the directors of the business, or its authorised representatives, will cooperate fully with the ESFA and other stakeholders to seek the best solution and way forward;
- all apprentices, employers and other stakeholders will be informed of the situation according to the strategy agreed with the ESFA;
- all apprentice records, assessment records, evidence, awarding organisation registration records, progress details and funding and financial records contained in our learner management system will be made available to the ESFA and other approved parties;
- the awarding organisations and EPAOs we work with will be notified in accordance with the strategy agreed with the ESFA (at the time of re-issuing this policy, these are iCanQualify, Skillsfirst, A2A, Summit and Highfield);
- full disclosure and cooperation will be granted to any new apprenticeship provider that is appointed to take on apprentices, according to the strategy agreed with the ESFA;
- in any event, the needs of the apprentices and the ESFA will take absolute priority to ensure the minimum disruption.

ENSURING ONGOING ACCESS TO APPRENTICES' LEARNING RESOURCES AND PORTFOLIOS

All learner records and portfolios are securely processed and stored in Aptem and/or iLearner, our two learner management systems. Our IT-based learning resources are owned by Juice and accessed online via our partner, Growth Engineering. Copies of all learning resources are stored outside of the Growth Engineering platform. We have been partners with Growth Engineering and

iLearner for over six years and Aptem for over two years. Our experiences of interruptions have always been short and uncommon outside of planned overnight maintenance down time.

If an unplanned incident occurs that restricts access, we will:

- immediately contact the respective partner to notify them and secure a timescale for restoration of services;
- inform all staff and apprentices if the duration of any interruption is expected to exceed three hours;
- if necessary, invoke service agreements with our partners to ensure protection of apprentices' work and progress;
- if necessary, access data back-ups to export / transfer apprentices' work to an alternative system;
- if necessary, access our copies of Juice-owned e-learning resources and export / transfer them to an alternative system.
- if necessary, use MS Teams as a temporary back-up system (fully tested to ensure a transfer can be in place swiftly and with minimum disruption.)

EMERGENCY CONTACTS IN THE EVENT OF A SIGNIFICANT INCIDENT

In the event of an emergency that leads to an actual or potential business interruption, the following people / organisations should be contacted:

- Kevin Culver (Managing Director) – Juice: tel. 07740 307342 / email kevin@juicetalentdevelopment.com
- Matt Trott (CEO & Founder) – Juice: tel. 07717 005198 / email matt@recruitmentjuice.com
- Sue Cawdron – iCanQualifications Ltd: tel. 07950 482786 / email sue.cawdron@icanqualify.co.uk
- Victoria Threadgold – Aptem: tel. 07872 843617 / email Victoria.threadgold@aptem.co.uk
- Bronte Keefe - Highfield Group: tel: 01302 363277 / email bkeefe@highfield.co.uk
- Sean Meenan – Skillsfirst Awards: tel. 0121 270 5100 / email senameenan@skillsfirst.co.uk
- Janet Cossey – Summit tel: 07787 522032 / email janet.cossey@ior.org
- Louise Warren – A2A tel 01212945153 / email info@a2atraining.co.uk
- Tina Reader (Customer Excellence Manager at Growth Engineering) – tel. 01753 840331/email tina.reader@growthengineering.co.uk
- The Education and Skills Funding Agency: tel. 0370 2670001 quoting Juice Talent Development Limited and UPIN 139036

REVIEW OF THIS POLICY

The effectiveness and validity of this policy was last reviewed in January 2024 and revised as appropriate. This policy will expire 31st December 2024 and will be reissued 1st January 2025 after appropriate review.

Policy signed by:

A handwritten signature in black ink, appearing to read "Matt Trott".

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Matt Trott – CEO & Founder
January 2024