

Business Continuity Plan

Plan Reviewed: Nov 2025

Next Review Date: Nov 2026

This policy relates to Let Me Play Ltd, Inspire ATA Ltd and LMP Action C.I.C, known as "LMP Group" or "The Company". The policy applies to all three companies and is the standard by which we adhere to.

Purpose

This plan refers to the LMP Groups system of procedures to restore critical business functions in the event of unplanned disaster specifically for our Apprenticeship department. These disasters could include natural disasters, security breaches, service outages or other potential threats.

Introduction

1.1 LMP Group has an obligation to employee 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 Directors of LMP Group are ultimately responsible for all business continuity planning, systems and training. The Directors are also responsible for approving any updates, changes or revision to the business continuity policy. However, all employee 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 is specific to the Business Continuity Plan (BCP) for Apprenticeships and includes all activities related to the planning, administration and delivery of Apprenticeships. The scope also includes the day-to-day activities of all employee, employee and associates that work within this area of operation. It includes LMP Group Office: 98 Theobalds Rd, London, WC1x 8WB and all training venues. Where apprenticeship programmes are delivered within employer sites, LMP Group will work closely with the third party or client, and closely adhere to guidance in their business continuity policies and plans.

3. Statement of Policy

3.1 LMP Group is committed to providing consistently high-quality Apprenticeships. LMP Group 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 LMP Group 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

4.1 LMP Group is insured by TrainSure Insurance through insurance with effect from 1st June 2025 obligations under contracts.

4.2 Emergency Contact details will be made available on the notice boards at the company Head Office and via the employee SharePoint (online) system.

4.3 Access to employee data with contact numbers is accessible as required from the online HR system.

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

5. Communication

5.1 Employee communication will be via mobile phone and email where possible. Communication will be issued using appropriate channels to get information shared quickly and effectively whether this be via telephone call, instant messenger or email. A spreadsheet of employee contact details is held on the company SharePoint and Bamboo HR (HR system), these are also held off-line and accessible to the Directors and Senior Management Team (SMT), in the case where systems are down.

6. Emergency Contact Details

6.1 The following people/organisations may need to be advised of the implementation of the Business Continuity Plan as soon as possible:

- | | |
|-------------------------------------|--|
| • Director | Matthew Lord 07855 792939 |
| • Director | Amy Lalla 07930 663307 |
| • Sales Director | Jamie McVey 07817 208226 |
| • Head of Continuous Improvement | Jacob Salt-Berrymen 07746 315 682 |
| • Designated Safeguarding Lead | Anita de Villiers 07598 902 111 |
| • Information Commissioner's Office | ico.org.uk |
| • Health and Safety Executive (HSE) | hse.gov.uk |

- Police, Ambulance, Fire Service, Emergency 999
- Insurer: TrainSure
Policy Number: 100723387BDN/465
- ESFA 0370 0002288

7. Roles and Responsibilities

7.1 A Director is 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 employee, apprentices and employers,)
- Maintaining the BCP in an up-to-date format.

8. Incident Management Team (IMT)

8.1 Led by a Director, the Incident Management Team includes the Operations Director, a representative of the Health and Safety Committee, Safeguarding Lead, Head of Continuous Improvement and SEG People. Additional members of the team will be recruited to match the specific needs of the incident/emergency.

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

8.3 Employees are required to co-operate with the IMT in support of the BCP. In the event that employees 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 remotely.

8.4 Learners and Employers will be notified of an incident relevant to them by the Operations Manager as this person has information on all learners and employers. This will happen upon instruction from a Director. The communication channel chosen will depend on the nature and priority of the incident. The primary contact method will be email.

9. Procedure for Closing Training Centre

9.1 A company training venue can be closed in advance of a scheduled training day using the following system:

- Closure authorised by a Director.
- Notification to Apprentices of alternative arrangements by call, text and email
- Notification to associate employee by mobile phone and email

9.2 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 the Director or Head of Continuous Improvement on the basis that Apprentices will be advised of an alternative training location or of the suspension of the training intervention.
- Safe evacuation of the building.
- All employee to be notified.

10. Immediate Places of Safety

10.1 In the event of a major incident onsite where delivery is taking place or where Apprentices are, Apprentices and employee will assemble at the primary assembly points for that building. If these are not useable employee will escort delegates to the secondary assembly points or to a safe location.

11. Transportation

11.1 If it becomes necessary to evacuate any site completely, Apprentices will be escorted offsite from where they can make a safe exit to return home.

11.2 Where transportation is required LMP will follow guidance provided by the emergency services, and ensure support is provided appropriately if required. Regular modes of transportation will be used that are safe to do so. LMP does not possess our own transportation, and this is not used for any of our services currently.

11.3 LMP will co-ordinate transportation to ensure that all Apprentices and employee have safe journeys home, utilising safe and sensible methods given the circumstance.

12. Lockdown Procedure

12.1 LMP Group is prepared for the circumstances where the offer or training location may wish to lock itself in, to secure employee and apprentices from an outside threat. This circumstance is described as a 'lockdown'. Each site will prepare a lockdown procedure as part of the BCP, this will include how site entrances are to be managed and how a silent evacuation would be operated.

13. Provision of alternative operating locations in the event of a loss of buildings or site space

13.1 Replacement of the buildings and facilities that have been damaged or made unavailable will be the responsibility of the LMP Group and QBE UK Insurance.

13.2 The size and scope of facilities required for training will vary according to circumstance, in all cases currently remote training will be utilised.

13.3 LMP Group will arrange suitable alternative training locations when required. The location of the temporary facility will be determined based on the space required and circumstances at the time.

14. Business Systems: Back Up & Restore Data

14.1 Critical systems for the effective operation of Apprenticeship training are predominantly IT based systems. Our critical business systems and data is backed up onto our secure cloud-based storage, managed by our service provider, securing the data externally within their infrastructure. A full back up enabling a full system restore is carried out weekly using System Image Backup utility.

14.2 For employee systems, we have a 24-hour support policy, with Netcentrix. All information is stored on a Cloud system and backed up. Data can be restored remotely for employee on new devices if required.

14.3 Apprentices use an e-portfolio system and this information has several back-ups to cloud locations. In the case of a loss of service or information there are back-up systems which allow restoration to ensure that work is not lost.

15. Pandemic Threat / Mass Employee Unavailability

15.1 Loss of tutor employee is considered a generic threat to operations.

15.2 In the event of mass employee illness, the IMT will manage the delivery of learning by allocating temporary tutors to support the provision. It is possible to deliver all learning online and this will be utilized as far as possible to continue learner progression.

16. Other Threats

16.1 The following other threats are to be considered in the Company's BCP:

- Cyber Attack
- Data Breach
- Phone and ICT Communications Loss
- Bad weather - prolonged
- Terrorist attack or threat
- Finance Process Breakdown – payments to employee & suppliers fail
- Utilities / Energy Supply failure
- Service Delivery Loss of General Nature
- Fire
- Evacuation due to nearby incident
- Shortage of Petrol

17. Apprenticeship Delivery

17.1 Any Apprenticeship delivery in progress at a LMP Group venue which is affected will be subject to the outcomes of invoking of the BCP. Any interrupted training will be rescheduled if it cannot continue at the time.

17.2 Any Apprenticeship 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.

17.3 All IT systems essential to apprenticeship delivery or the administration of apprenticeship delivery are stored on cloud-based services ensuring that remote access will be available 24/7 for apprentices, Tutors and administration employee.

18. Training delivery cessation

18.1 In the event that the LMP Group can no longer deliver the agreed training. LMP Group will ensure there is continued access to the Apprentice's online portfolio (cloud based), including all learning resources.

18.2 In such circumstance, LMP Group, will co-operate to find new training providers that are able to continue the required delivery.

18.3 In all circumstances, whilst adhering to data protection rules, LMP Group will assist in ensuring learners are not disadvantaged and are able to continue learning seamlessly.

19. Monitoring and Evaluation

19.1 LMP Group 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 IMT may decide to run a Business Continuity Drill, to practice the response to one or more of the emergency or disaster scenarios. The review will be reported to the Company Directors.

In the event of a significant incident, Emergency Services should be called on 999 without hesitation.

Guidance on Various Incidences

Premises Incident

A premises incident can include flood, fire, or any other disaster that renders training/office facilities inaccessible.

Step 1: Evacuation of premises & safeguarding of employee

In office hours

Action	Details	Responsible Person(s)
1. Evacuate the building	Follow normal fire drill procedure	Trainer/Assessor/ Employee member
2. Check evacuation is	Employee and visitor safety is the priority. Check everyone on-site has been evacuated	Trainer/Assessor/ Employee member

complete		
3. Verify if incident is real	If false alarm, resume business as normal	Trainer/Assessor/ Employee member
4. Call emergency services	999	Trainer/Assessor/ Employee member
5. Record details of any injuries sustained in the incident	Use injury form available on Sharepoint or physical accident book	Trainer/Assessor/ Employee member
6. Alert employee	Alert any employee due to arrive on-site soon of the incident, and tell them to await further instructions	Manager/ SEG People
7. Assess impact	Incident Management Team (IMT) meet to assess the scale of the incident & decide next steps	IMT
8. Communicate with those present	Communicate clearly with those present to explain next steps – return to premises, dismissal etc	Trainer/Assessor/ Employee member

Outside office hours

Action	Details	Responsible Person(s)
1. Call emergency services	999	Employee present/made aware
2. Notify manager/Director	Do not enter the building	Employee present/made aware
3. Alert employee	Alert any employee due to arrive on-site soon of the incident, and tell them to await further instructions	Director/Line Manager/ SEG People
4. Assess impact	IMT meet to assess the scale of the incident & decide next steps	Directors and IMT
5. Communicate to affected parties	Communicate clearly to those relevant as to the next steps and implications	Directors and IMT

Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
Phones	Employee to use personal mobile phones. Contact telephone provided to forward office lines to employee mobiles.	SEG People
Internet	Employee to use home internet connections. If home connection unavailable obtain dongles or work remotely at available places.	All Employee
Inform insurance company	Director to contact Insurance company	Director
Post redirection	Form available Royal Mail website	Finance Manager
Inform clients/learners	If disruption is expected, inform customers via email, on website and via social media.	Operations Manager
Use other site - where relevant	Learners to use alternative site where possible or continue to learn remotely.	Head of Continuous Improvement

Infrastructure

An infrastructure incident can include the loss of computer, telephone systems, internet access or power.

Step 1: Understand the extent of the loss

Infrastructure	Details	Responsible Person(s)
Phones	Contact phone provider and Netcentrix (IT provider) to ascertain extent of outage.	SEG People
Internet	Contact internet provider and Netcentrix (IT provider) to ascertain extent of outage and to consider back-up solutions	Director
Mains power	Contact power provider to ascertain extent of outage.	Finance Manager

If outage is temporary, inform employee to stay put and await further instructions. If the outage is ongoing:

Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
Phones	Employee to use personal mobile phones. Contact telephone provider to forward office lines to employee mobiles	SEG People
Internet	Employee to use personal hotspots or home internet connections. If unavailable seek a local open internet space.	All employee
Mains power	Employee to work from home until power is restored at location.	All employee

Employee incident

An employee incident can include a sudden family emergency, injury or other event which renders a key member of employee suddenly unable to work.

Step 1: Ensure no service interruption

Critical activity	Details	Responsible Person(s)
1. Identify interchangeable employee	All members of employee should have team members who can perform their roles, even if it is in a reduced capacity. Identify the relevant person and support them in carrying out business-critical activities	Director/ SEG People
2. Assess extent of loss	Identify whether the affected employee member's absence is likely to be temporary, longer-term, or permanent. Keep in mind this may be a difficult period for the employee member and / or their family.	Director/SEG People

If the employee loss is temporary, support the member of employee who will be filling the gap until the absent member of employee returns. If the absence is long-term or permanent:

Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
1. Recruit temporary or full-time replacement	Follow the standard recruitment procedure to find a full-time, part-time or fixed-term contract (as appropriate) replacement.	SEG People
2. Distribute workload on a temporary basis	Consider not overloading current employee	IMT

Recovery Phase

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

Action	Details	Responsible Person(s)
1. Agree and plan the actions required to enable recovery of normal working practices.	Agreed actions will be detailed in an action plan and set against time scales with responsibility for completion clearly indicated.	Directors and IMT
2. Respond to any long-term support needs of employee	Depending on the nature of the incident, LMP Group may need to consider providing support services	Directors and IMT
3. Publicise that there is now 'business as usual'	Inform clients/learners through normal channels that the Company is operating as normal	Operations Manager
4. Carry out a debrief of the incident and complete report to document opportunities for improvement and any lessons identified	This should be reviewed to ensure key actions resulting from the incident are implemented within designated time scales.	Operations Director
5. Review this Business 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 employee.	IMT

