

Aim of the Plan

The aim of this plan is to provide guidance and support to Vision Training (North East) Limited employees and learners to enable the company to tackle the impact of emergency and critical incidents and mitigate disruptions.

Objectives of the Plan

The plan's objectives are to:

- Meet our responsibilities to safeguard employers, learners and visitors
- Reduce disruptions to the learning and development of our learners due to emergency or critical incidents affecting our business
- Meet our contractual responsibilities
- To resume services to learners at the earliest opportunity
- To return to normal working practices.

Glossary

For the purpose of this plan:

- **An emergency** is an event, actual or imminent, which:
 - involves or affects learners or employees
 - endangers or threatens to endanger life, property or the environment; and
 - requires a significant and coordinated response.E.g. fire, bomb threat, firearms incident, hazardous materials spillage, prolonged loss of a utility (e.g. water or power), natural disaster (floods, extreme weather).
- **A critical incident** is an incident in which there is a high likelihood of traumatic effects. A critical incident evokes unusual or unexpectedly strong emotional reactions, which have the potential to interfere with the ability of the individual, group or system to function either at the time or later.

E.g. an accident causing death or serious injury, learner or employee suicide, major vandalism, sexual assault, or intruders who cause harm to people or damage to property.

Levels of Incident

Vision Training (North East) Limited recognises that it is not possible to plan for every possible emergency or incident that might arise, for the purpose of this plan we have therefor grouped them into three levels:

Level 0 – Localised Incidents

Localised Incidents are defined as disruptive to routine but not an immediate threat to life or well-being.

Examples:

- Severe weather problems
- Services – power, gas, water cut off
- Failed heating system
- Flooding or other weather damage
- Fallen trees
- Water leak
- Vandalism
- Local industrial action
- Notifiable infectious outbreak
- ICT failure or disruption
 - Internet Connectivity outage
 - Email system not working
 - Malicious (Virus, Denial of Service, hacking etc.) attack on ICT systems
 - Website down
- Telephone Services not working (possibly linked to Internet service)

1. VTNE Premises

These types of incidents will require appropriate action by the Emergency Lead and Area Emergency Coordinators, including a decision as to whether or not to close a VTNE premise for a limited period of time. See plan.

2. Other Premises where assessment is carried out

Vision Training (North East) employees will be compliant with that premises/organisations procedures for emergencies/incidents. Once it is safe to do

so employee to contact Vision Training (North East) Limited's Emergency/Incident Lead with full details and to receive instructions.

Level 1 - Localised Emergencies

Localised emergencies may include any unexpected event which is likely to disrupt the normal functioning of the assessment centre. These are likely to be critical incidents involving a real threat of, or actual injury or death, where urgent and significant other agency support is needed.

Examples:

- A deliberate act of violence, such as the use of a knife or firearm
- A fire
- A hostage situation
- The destruction or serious vandalising of vision training premises
- Gas leak.
- The death of a learner or employee through natural causes or accidents
- A transport-related accident involving a number of learners and/or employees resulting in death or serious injury
- Civil disturbances and terrorism
- Large clusters of localised human to human viral infection – epidemic potential.

Level 2 - Major Community Emergencies

Major emergencies may affect whole communities and typically involve the County Emergency Planning Department. A serious incident in the local community which could have a significant impact on the Assessment Centre, closure may be necessary dependant on the nature and proximity of the emergency.

Examples:

- Serious road or rail accident or spillage
- Aircraft crash
- Factory explosion
- Terrorist action
- A more widespread disaster in the community
- A Flu epidemic or viral infection leading to national alert

Emergency and Critical Incident Lead and Coordinators

Emergency Company Lead

Name: Carol Doherty

Designation: Operations Director

Contact Details

Mobile: 07718 204 308

Tel: 01642 673 255

Address: 12 Yarm Road, Stockton-on-Tees, TS18 3NA

Emergency Co-ordinator – Teeside & Durham Area

Name: Gemma Readman

Designation: Business Support Manager (Health & Safety Lead)

Name: Beth Breary

Designation: Training Manager

Contact Details – Gemma Walker

Mobile: 07809 294 156

Tel: 01642 673 255

Address: 12 Yarm Road, Stockton-on-Tees, TS18 3NA

Emergency Coordinator – Yorkshire Area

Name: Jack Doherty

Designation: Office Manager (Health & Safety Officer)

Contact Details

Mobile: 0793 002 224

Tel: 0113 2379 637

Address: McCarthy's Business Centre, Enterprise House, Education Road, Leeds
LS7 2AH

The Company Emergency Lead is responsible overall for the company's response to an emergency or critical incident, however they will be supported in the first instance by the area coordinators, senior managers and by the other directors.

Coordinators will take key roles in an emergency, such as; communications, welfare, media management and resources, supported by the safeguarding/prevent lead, pastoral/welfare lead.

Initial Response

The Emergency Lead (EL) as specified in the plan will make an assessment of the primary risks, taking into account, the degree of damage caused by the incident (e.g. building, ICT system, communication), the amount of time that the incident is likely to cause disruption to our service provision, the likely consequences to the premises (if applicable), the actual or potential danger the incident has to learners, employees and others, such as visitors and from this assessment they will allocate a level to the emergency/Incident. The EL is responsible for contacting any emergency services and/or service providers necessary to respond to the emergency/incident.

The Area Co-ordinators (ACs) will co-ordinate the safe evacuation of the premises (if applicable) and, **if safe to do so**, will collect the building sign in folders (that also contain this documents) and will check all areas have been evacuated.

Recovery Plan

The EL supported by the ACs, directors and managers will:

Put together a business continuity plan based on the plans in this document. The primary focus must be on the health and safety of all employees, learners and others affected, whilst ensuring that contractual responsibilities can be met by keeping disruptions to learner's attainment of their educational programmes to a minimum, and that normal working practices are resumed as soon as possible.

Set up any necessary communication arrangements based on the plans in this document. The plans look at Face to face at meeting points in the event that electronic communications services are not available. Facebook and Twitter if company ICT only is affected, normal telephony, mobile networks and emails if electronic communication are not affected.

Deal with any potential media coverage seeking legal advice as appropriate

Recovery

EL instigates the agreed Recovery Plan Meeting with Directors, Managers, Team Leaders and moves forward to the development of a Long Term Plan and discusses lessons learned during the incident and in the subsequent management of business continuity.

Long term plans may include supporting employees and learners affected by the incident e.g. counselling, memorials, employee wellbeing; Making plans to repair premises or source new premises; employing ICT professionals to ensure that ICT or communication vulnerabilities identified are eliminated or mitigated;

Business Continuity, Emergency and Critical Incident Plan

Incident / Emergency Occurs

Emergency Lead (EL):

1. Make an assessment of risk identifying;
 - Degree of damage (if applicable)
 - Likely period of disruption
 - Consequence for Premises
 - Danger to learners, employees or others
2. Allocates a level to the emergency/incident

Area Co-ordinator (AC) ensures:
The safe evacuation of learners and employees affected, uses sign in sheets to check all evacuated (as applicable, See also evacuation points).

EL contacts:
Emergency Services, Providers of Services e.g. BT, Landlord, Gas Board etc. as appropriate

Plan Management of Incident/Emergency

Plan service continuity looking at:

- Health & Safety
- Employee/Learner needs
- Contractual responsibilities
- Premises available

EL/AC: Set up Communication Arrangements for employees, learners and to deal with any potential media coverage

Instigate Recovery Plan

EL instigates a Recovery Plan Meeting with Directors, Managers, Team Leaders. Team develops Long Term Plan and discusses lessons learned. Goal to return to normality as soon as possible

Examples

- ◆ Plan for longer term support e.g. counselling, memorials, employee wellbeing
- ◆ Plan for repairs or new premises
- ◆ Plan to implement lessons learned

Communication Channels

EL & AC provides Development Manager (DM) with information for website
visiontrainingnortheast.com > About us Tab > Emergency Incident Notification Page
Website page kept up to date.

AC contacts all employees via text informing them to check website for current information on the incident/emergency and actions needed.

Assembly Points (if applicable)

Stockton Premises
Evacuation Point 1 - Front Car Park
Evacuation Point 2 - Aldi Car Park, 104 Yarm Lane, Stockton, TS18 1LQ
Await EL/AC for check off and instructions
Evacuation Point 3 – Home or other safe area
Text AC/EL with location and to specify safe

Leeds Premises
Evacuation Point 1 - Side Car Park
Evacuation Point 2 – The Primrose Public House, 280 Meanwood Road, Leeds. LS7 2HZ
Await EL/AC for check off and instructions
Evacuation Point 3 – Home or other safe area
Text AC/EL with location and to specify safe

Vision Training (North East) Ltd			
Emergency & Critical Incident Plan			
Emergency Contact Information	Person responsible for updating this plan: Development Manager	Joanne Foster 07710 535 922	
	General	01642 673255	
	Head of Centre:	Liz Place: 07885098252	
	Emergency Lead:	Carol Doherty: 07718 204 308	
	Teeside Area		
	Office	01642 673 255	
Emergency Coordinator:	Gemma Readman 07853 890 549		
Other Key-holder(s):	Liz Place 07885 098 252, Beth Breary 07809 294 156		
Address:	12 Yarm Road, Stockton-on-Tees, TS18 3NA		
Yorkshire Area			
Office	0113 2379 637		
Emergency Coordinator:	Jack Doherty 07793 002 224		
Key-holder(s):	Serviced office (code for office door)		
Address:	McCarthy's Business Centre, Enterprise House, Education Road, Leeds LS72AH		
Employees, learners and others can track the incident via:	www.visiontrainingnortheast.com under the about us tab > Emergency/Incident Notification Page. http://visiontrainingnortheast.com/?page_id=2480 Facebook: Vision Training North East		
<u>Plan Activation</u>	<ul style="list-style-type: none"> • On activation of the fire alarm • On receipt of a telephone call/text by the emergency lead or coordinator. • On being informed of a bomb threat. • On being informed of an external threat. • On being informed of an intruder on site. • On being informed of a sudden suspicious illness on site • On receipt of information that the head of centre considers the plan to be activated. 		
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Version Number:	(2) 17.11.2016		

Evacuation Routes and Assembly Points:		
Premises	Stockton	Leeds
Evacuation routes:	Follow emergency exit signs in buildings	
Assembly point 1 – where it is safe to evacuate to an area adjacent to the premises. <i>Await EL/AC for signing in sheet check off and instructions</i>	Front Car Park of the building	Side Car Park of the building
Assembly point 2 – If the area adjacent to the premises is unsafe but general area is safe. <i>Await EL/AC for signing in sheet check off and instructions</i>	Aldi Car Park, 104 Yarm Lane, Stockton, TS18 1LQ	The Primrose Public House, 280 Meanwood Road, Leeds. LS7 2HZ
Assembly point 3 – If the local area is unsafe. Text AC/EL with location and to specify safe, watch website and Facebook for instructions.	Home or other safe area outside of the local area.	
Offsite – employees are to make themselves aware of evacuation and assembly points for any building they are using when on VTNE business and are responsible for ensuring the safety of learners in the event of an emergency or critical incident.		
First incoming telephone point:	01642 673255	0113 2379 637
In all premises, if no access for learners:	Assessors to text all their learners to say assessment centre is closed to learners until further notice and that they will be contacting them individually to rearrange meetings due to take place in the closed premises and to remind learners of the Emergency & Critical Incident Notification page on the website.	
Loss of premises: Short term arrangements, 1 to 10 days: Long term arrangements, over 2 weeks:	Homeworking for all employees, sessions organised for libraries or the learners workplace. Short term rental of suite of offices for admin processes and training room. If premises to be unavailable long term, move the whole centre to new offices	Assessors to work from home, office processes from Stockton Premises. Short term rental of suite of offices for admin processes and training room. If premises to be unavailable long term, move the whole centre to new offices

Contact information – employees, learners and emergency services	
Contact details of employees (inc. emergency contact information as supplied) and employee responsible for keeping information up to date:	<p>Personnel paper files in Stockton office – Head of Centre (Liz Place)</p> <p>Shared drive: Spreadsheet (Employee Contact Information) under personnel accessible by administrator and emergency team only - Business Support Manager (Gemma Readman)</p>
Contact details of learners (inc. emergency contact information as supplied) and employee responsible for keeping information up to date:	<p>Brown files in Stockton office – Business Support Manager (Gemma Readman)</p> <p>Shared drive - Spreadsheet (Learner Spreadsheet) on front page General Manager (Leeds): Jack Doherty</p>
Contact details of employer partners and employee responsible for keeping information up to date:	<p>Paper copy held by Business Support Manager at Leeds Office</p> <p>Shared drive: Spreadsheet (Learner Spreadsheet) on front page General Manager (Leeds): Jack Doherty</p>
Emergency contact details for emergency services and institutions:	<p>Emergency Services: Fire, Police, Ambulance: 999</p> <p>University Hospital of North Tees 01642 617617 Hardwick, Stockton on Tees, TS19 8PE</p> <p>Leeds General Infirmary (LGI) - 0113 243 2799 Great George St, Leeds LS1 3EX</p> <p>St James's University Hospital - 01132 433 144 Beckett Street, Leeds, West Yorkshire, LS9 7TF</p>

Security to mitigate disruptions to services	
Premises	<p>Front doors are kept locked at all times</p> <p>Codes are used for access to the building</p> <p>Alarm systems in place for security and fire</p> <p>Employees have VTNE badges</p> <p>All visitors, including learners must be signed in by a member of staff</p>
Laptops	<p>All employees are supplied with laptops, which are password protected and have virus protection, only VTNE provided laptops can be used for business purposes to comply with security of information</p>
Mobile Phones	<p>Work supplied mobile phones are password protected, only work provided mobile phones have learner details such as telephone numbers stored on them. Work phones are also used to access company emails securely.</p>
Microsoft Office 365 and related software	<p>Office 365 is used by the company to manage communication via email, Yammer and Skype. Office 365 is used to save and share files within the company safely with user rights on an individual and group basis. Personal data is kept secure on this system.</p> <p>Office 365 does not disclose their server location to the public, they encrypt all data, there is no mining of data for advertising purposes. Microsoft guarantee not to access content and employ multiple layers of redundancy and backups of information, so data is able to be restored. The system requires users to use strong passwords.</p>
Telephony	<p>We use Virgin for our telephone system, access to messages is password protected.</p>
Prolonged Emergency:	
<p>Teaching and learning can continue using employer premises and libraries. All resources are kept on a backed-up computer and the shared drive on Office 365 (cloud storage).</p> <p>Paper Portfolios: If learner portfolios are destroyed, the company will negotiate with the awarding body to allow the tracker sheets/Smart Assessor to be allowed as evidence of learner's progression for their qualification.</p> <p>Temporary offices will be rented to carry on business processes</p> <p>Web based Smart Assessor will continue to be available (with internet access) to support learner progress.</p> <p>In the event of a national emergency that affects the ability of the company to provide its services learners will be placed on hold and will be able to resume their qualification once the national emergency is resolved.</p>	

Services:		
Premises	Stockton	Leeds
Water cut off valve:	Under the sink in the downstairs kitchen	1 st floor next to key card entry system
Gas mains valve:	Kitchen cupboard	Basement
Electric meter:	<ol style="list-style-type: none"> Downstairs ladies' toilets lobby Front door lobby 	<ol style="list-style-type: none"> Cupboard next to reception Top of the stairs on the 1st floor
Loss of water supply: Short term arrangements, 1 to 5 days: Long term arrangements, over 1 week:	Bottled water to be purchased. Chemical toilets in back car park, sessions to be organised in employer's premises or libraries Water machines to be in position. Chemical toilets in back car park	Landlord to organise toilet provision. Bottled water purchased, sessions to be organised in employer's premises or libraries Water machines in positions, toilets as per landlord provision.
Loss of electric supply: Short term arrangements, 1 or 5 days: Long term arrangements, over 1 week:	Assessors to work from home and sessions to be organised in employer's premises or libraries. As above – Short let office for admin/printing of resources for learners and other business critical documents	Assessors to work from home and sessions to be organised in employer's premises or libraries Printers to be organised for assessor's / learner's resources and other business critical documents to be supplied by Stockton office.
Loss of gas supply:	Purchase of electric heaters for all occupied rooms	Purchase of electric heaters for all occupied rooms

Severe Weather events:	
<p>Flooding:</p>	<p>Go to www.environment-agency.gov.uk/floodline to access information and advice</p> <p>Listen to local BBC radio for information on road closures.</p> <p>All employees are only to drive if safe to do so and are not to attempt to pass through moving water. Alternative safe routes to be sought and travel time extended as necessary.</p> <p>Emergency Lead/Coordinators and employees to pass on road conditions to Development Manager to share on the website and Leeds Office Manager to put on Facebook.</p>
<p>Heat wave:</p>	<p>In order to safeguard employees that could be especially vulnerable to heatwave the Emergency Lead/Coordinators need to be made aware of any employees that:</p> <ul style="list-style-type: none"> • Have a serious chronic condition (especially heart or breathing problems) • Have serious mental health problems • Are on medications that affect sweating and temperature control <p>http://www.metoffice.gov.uk/ will give warning of heatwaves.</p> <p>Flexible working should be used and employees should try to schedule meetings (especially observations with learners that involve vulnerable people), to avoid the hottest part of the day 11:00 and 15:00. Cold water should be carried at all times, especially when driving long distances and employees to wear loose cool clothing. Assessors to include heat risk assessment to their visual risk assessments of the learning environment prior to commencement of sessions and to check with learners that they do not have any medical conditions that could be affected by heat.</p> <p>In VTNE premises, blinds to be left closed at all times to reduce the effects of the sun.</p>
<p>Snow: Severe Gales</p>	<p>Steps to premises and emergency exit areas to be salted either by VTNE or the premises landlord.</p> <p>Employees to provide themselves with longer driving times between appointments and to only drive if it is safe to do so. VTNE recommends carrying a sleeping bag, spade, liquid and food if snow is expected and employees need to drive their vehicles.</p> <p>Employees and learners are advised to take care when driving on exposed routes such as bridges, or high open roads, delay journeys or find alternative routes if possible; Slow down and be aware of side winds. Driving in severe gales should only be undertaken if really necessary and advice should be taken from the met office http://www.metoffice.gov.uk/. Similarly, be careful if walking outside, staying away from buildings and trees wherever possible.</p> <p>Assessors to carry out administrative work from home if unable to leave home due to unsafe road conditions; assessors to notify learners in good time if meetings need to be cancelled, sessions should be replaced by skype meetings wherever possible to mitigate disruptions to learning and development, where this is not possible telephone and email systems should be used to provide L&D and to agree evidence gathering actions to ensure continuation of key services.</p>

Other events:	
Loss of Communications:	<p>Telephones: move to mobile phones, divert office phone to a mobile no, ring Virgin and they will divert phones.</p> <p>Mobile Phones: Assessors to access learner phone numbers & email addresses from shared drive - Learners spreadsheet; employees contact details available on shared drive (shared with directors; business support manager; development manager).</p> <p>Telephone systems (mobile and landline) are through Virgin, the customer services contact is 0800 9530180</p> <p>Website: share incident information on Facebook, website is hosted by Media Temple, https://ac.mediatemple.net/login.mt?redirect=home.mt</p> <p>All forms of communication down would signify a major incident, if safe to do so all employees to meet at 1. Stockton Premises at 9:30 the day after communication went down to receive instructions. If that premises is unavailable then 2. Leeds Premises at 11:00</p>
Deliberate act of violence: Bomb threat or act of terrorism: Hostage taking	<p>Phone: 999 in all cases. Make yourself and any learners safe and await emergency services. Inform Emergency Lead and/or Emergency coordinator who will coordinate with emergency services and keep everyone informed.</p> <p>Post incident the Emergency Lead will consider use of counselling services for employees and learners affected/involved.</p>
Death or serious injury at premises	<p>Phone 999 in all cases</p> <p>Inform Emergency Lead and/or Emergency coordinator who will coordinate with emergency services and keep everyone informed.</p> <p>Death: Emergency Lead/Coordinator to provide the police with the person's emergency contact information.</p> <p>Serious Injury: Emergency Lead/Coordinator to contact the person's emergency contact with information on where the person has been taken by the emergency services.</p> <p>Post incident the Emergency Lead will consider use of counselling services for employees and learners affected.</p>
Large clusters of localised human to human viral infection – likely Epidemic	<p>Employees to work from home Emergency Lead/Coordinator to keep all employees informed. Where learners have access to technology Skype session can replace face to face sessions. As the majority of learner's work in health and social care, vulnerable adults will need to be protected from potential infection, all sessions organised in these employers' establishments will be moved to the assessment centres or other suitable accommodation if deemed appropriate by the emergency lead/c.</p> <p>Short term cancellation of meetings with learners may need to be considered, if the outbreak is deemed serious, advice will be taken from government bodies via national news.</p>
Short Staff due to large body of employees leaving e.g. lottery win	<p>Business Support Team – Agency staff until recruitment and selection processes complete. Finance Director to lead team if necessary</p> <p>Assessment Team – Team leaders, development manager and operational director are all qualified assessors and will move into assessment roles as required, use self-employed/agency assessors (full induction) until recruitment and selection processes are complete.</p>

Prolonged Emergency:

Teaching and learning can continue using employee premises and libraries. All resources are kept on a backed up computer and the shared drive on Office 365.

If learner portfolios are destroyed, the company will negotiate with the awarding body to allow the tracker sheets to be allowed as evidence of learner's progression for their qualification.

Temporary offices will be rented to carry on business processes

In the event of a national emergency that affects the ability of the company to provide its services learners will be placed on hold and will be able to resume their qualification once the national emergency is resolved.

Reviewed October 2018 by the management team