Business Continuity Policy

Academic year 2026–2027

LIMISHA

TRAINING ACADEMY

Hair • Beauty • SEND Provision

This policy should be read alongside Limisha Training Academy's linked procedures and reviewed following any critical incident, significant operational change, or updated statutory guidance.

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Business Continuity Policy

1. Statement of intent

Limisha Training Academy recognises that whilst the safety of learners, staff members and visitors on Limisha Training Academy premises is paramount, it is not always under our control.

In an emergency, staff members will endeavour to take all reasonable actions in order to ensure the safety of all those on site.

The procedures in this policy aim to minimise disruption to the learning environment whilst ensuring the safety of all learners, staff members and visitors, by responding to critical incidents as quickly and efficiently as possible.

2. Legal framework

This policy has due regard to all relevant legislation and guidance including, but not limited to, the following:

- Workplace (Health, Safety and Welfare) Regulations 1992
- The Management of Health and Safety at Work Regulations 1999
- Health and Safety at Work etc. Act 1974
- The Regulatory Reform (Fire Safety) Order 2005
- Terrorism (Protection of Premises) Act 2025
- DfE 'Emergency planning and response for education, childcare and children's social care settings'
- DfE 'School and college security'
- DfE 'How Martyn's Law will affect education settings'

This policy operates in conjunction with the following policies and documents:

- Health and Safety Policy
- Invacuation, Lockdown and Evacuation Policy
- First Aid Policy
- Complaints Policy
- Child Protection and Adults at Risk Safeguarding Policy
- Evacuation Procedure
- Personal Emergency Evacuation Plan (PEEP)

3. Definitions

For the purpose of this policy, a "**critical incident**" is an emergency which affects learners, staff, visitors or property and requires immediate responsive action beyond that which is reasonably expected from Limisha Training Academy's own management team.

Critical incidents include, but are not limited to, the following:

- The death of a learner or staff member
- A serious incident involving a learner or staff member on, or off, Limisha Training Academy premises
- An incident of serious violent crime
- A violent intrusion onto the premises, e.g. a bomb alert
- Extensive damage to Limisha Training Academy property
- A fire, flood or explosion
- The effects of disasters in the wider community
- Incidents whilst on educational visits

- Epidemics
- Exposure to hazardous substances near, or on, Limisha Training Academy premises

4. Roles and responsibilities

The Director is responsible for:

- The overall implementation of this policy and the Business Continuity Plan and ensuring all members of staff are aware of their responsibilities.
- Appointing designated staff members to the critical incident management team.
- Working alongside the critical incident management team to ensure that critical incidents are managed effectively.
- Ensuring that an appropriate ratio of first aiders to learners is sustained at all times.
- Ensuring that an effective, critical incident management plan is in place.
- Ensuring that all staff members are aware of Limisha Training Academy's critical incident management plan and the associated procedures.
- Reviewing the critical incident management plan at regular intervals, ensuring that it is kept up to date with developments at Limisha Training Academy, such as changes to evacuation procedures.
- Ensuring that vital information is not lost in the event of a fire, flood or explosion by keeping a copy of up-to-date learner and personnel records off Limisha Training Academy premises.
- Liaising with the press or appointing a designated member of staff to do so.
- Reviewing allocations of responsibilities in light of staff absence.
- Compiling an emergency contact list and ensuring that all members of staff hold a copy of this.
- Informing parents and the Limisha Training Academy community about the critical incident.
- Maintaining the welfare of all staff, learners and visitors.
- Ensuring Limisha Training Academy has proportionate emergency preparedness and protective security arrangements in place.
- Ensuring Limisha Training Academy meets any applicable duties under Martyn's Law, including appropriate training and preparedness.
- Ensuring arrangements are reviewed and improved based on incidents, near misses and drills.

All staff members are responsible for:

- Acting in accordance with this policy at all times.
- Effectively implementing the critical incident management plan, when necessary.
- Maintaining up-to-date records of critical incidents at Limisha Training Academy.
- Maintaining their own records of events, as well as keeping copies of notes made by other colleagues.
- Ensuring that they understand Limisha Training Academy's critical incident management plan.
- Understanding how to carry out Limisha Training Academy's emergency evacuation procedures effectively.
- Understanding their role in the execution of Limisha Training Academy's emergency plans, including evacuation procedures and the critical incident management plan.
- Ensuring that learners are aware of Limisha Training Academy's emergency evacuation procedures.
- Ensuring that their own contact details are kept up to date on the portal.
- Reporting and recording minor and critical incidents.

5. Critical incident management team

The Director will appoint designated members of staff to form Limisha Training Academy's critical incident management team. This team will be responsible for:

- Ensuring that parents are kept informed about the situation.
- Deciding when and how to re-open Limisha Training Academy.
- Organising and providing support for staff, learners and others who have been directly affected.
- Providing support for the families of those hurt or bereaved.
- Ensuring Limisha Training Academy effectively cooperates and liaises with the relevant bodies during investigations into critical incidents.
- Dealing with continued interest from the media.
- Ensuring the appropriate attendance of Limisha Training Academy learners at funerals.
- Organising memorial services, including the sending of flowers.

In the event of a critical incident, the critical incident management team will work alongside the Director in order to effectively fulfil their role, as outlined above.

Where possible, a suitable on-site location will be allocated to the critical incident management team, and any necessary equipment and information will be stored there.

With prior agreement, a suitable reserve off-site location will be used by the critical incident management team when the on-site location is not usable.

The team will collate and retain any records regarding the planning of, and response to, critical incidents, including written records and any recordings made via CCTV.

The team will ensure that each member of staff involved in dealing with a critical incident has recorded all decisions that were made, any communication that was received and all tasks that were carried out.

The team will coordinate decision-making, actions, communications, liaison with emergency services, and recovery planning.

6. Protective security and preparedness

Limisha Training Academy recognises that incidents may include deliberate threats, including security incidents and terrorism-related risk.

Limisha Training Academy will take proportionate protective security measures to reduce the likelihood and impact of such incidents, including:

- Appropriate site access controls, visitor arrangements and supervision of entry points.
- Staff vigilance and clear reporting routes for suspicious behaviour or items.
- Maintaining secure boundaries, doors, gates and controlled movement around site.
- Clear procedures for invacuation, lockdown and evacuation, in accordance with the Invacuation, Lockdown and Evacuation Policy.
- Ensuring preparedness arrangements are reviewed following any incident, exercise, or changes to risk.

Limisha Training Academy will ensure arrangements support compliance with the Terrorism (Protection of Premises) Act 2025, also known as Martyn's Law, including proportionate training and preparedness measures.

To ensure preparedness, Limisha Training Academy will:

- Maintain appropriate training and awareness.
- Run periodic drills, including:

- Fire evacuation.
- Lockdown and invacuation.
- Utilities failure response.
- IT outage continuity arrangements.

- Record drill outcomes, debrief actions, and update arrangements accordingly.

Training and exercise frequency will be proportionate to Limisha Training Academy's risk profile and operational needs.

7. Initial action

Immediate action will be taken in order to safeguard learners and staff, using the relevant emergency procedure signal to alert staff members.
The alarm will be raised by the first adult at the scene of the incident.
Members of the critical incident management team will ascertain the details of the incident.
If the incident involves a hostile act or suspected terrorism, police instructions will be followed, and normal operations will not resume until authorised. The critical incident management team will ascertain whether immediate invacuation or evacuation is required.
All initial information regarding the incident will be logged using the Initial Action Form.
First aid will be administered by the first trained first aider at the scene of the incident.
All first aid and medical treatment will be administered and recorded in line with Limisha Training Academy's First Aid Policy.
The emergency services will be contacted, and the following information will be given:

- The emergency services required
- Exact location of incident
- Number of casualties
- Number of injuries
- Location and phone number of where the call is being made from
- Any hazards which the emergency services may encounter on site

Where possible, Limisha Training Academy will remain open and normal routine will be maintained.

8. Emergency procedures

Limisha Training Academy will prepare for emergencies on an ongoing basis which will include the following:

- Risk assessment
- Planning
- Training
- Exercises
- Reviewing

Limisha Training Academy will consult members of staff to gain their involvement and support for the emergency planning process.
All staff members and learners will be aware of Limisha Training Academy's emergency procedures, including those outlined in Limisha Training Academy's Invacuation, Lockdown and Evacuation Policy.

Limisha Training Academy's designated emergency assembly points will be clearly indicated and known by all staff members and learners.
Limisha Training Academy will carry out a practice drill of its evacuation procedure at least once a term to ensure that learners and staff members fully understand what is involved in the procedure and that it is implemented effectively.

- In the event of an evacuation, staff members and learners will be alerted by the continuous sounding of the Limisha Training Academy bell.
- In the event of an external hazard, staff members will be signalled of the need for shelter by the sound of ascending chimes, indicating that Limisha Training Academy's invacuation procedure should be followed.
- In the event of an intruder, staff members will be signalled to commence the lockdown procedure by three sharp blasts of the Limisha Training Academy bell.
- All staff members will be aware of the evacuation routes and assembly points in the case of a bomb threat.
- In the event of severe weather, the procedures outlined below will be followed.

Limisha Training Academy has undertaken an Adverse Weather Risk Assessment to ensure that staff and managers are aware of the protocols for managing adverse weather and its impact on operations. Limisha Training Academy will monitor Met Office and government updates for severe weather warnings. Where adverse weather affects safe attendance or delivery, operations may temporarily cease and alternative delivery methods, such as virtual sessions via Teams, may be introduced. Permissions will be sought from homes, stakeholders and professionals involved, as appropriate. A risk assessment will be produced, and procedures will be made clear to staff to safeguard learners and staff. Staff have work phones and logins to enable them to work safely from home where required.

What is the hazard?	**Who** is at risk?	**How** is Limisha Training Academy managing the risk? (Mitigation)
Overview: any extreme weather listed below which could cause Limisha Training Academy sites to be non-operational.	All	● Close monitoring of weather reports to anticipate if and when extreme weather may make it unsafe for learners and staff to travel to, attend, or take part in activities at Limisha Training Academy sites. ● Staff will update and inform senior staff regularly about changes or deterioration in weather where they are based to allow for live risk assessment. ● The Director will ensure that contact information is available so staff, parents and carers can be informed as soon as practicable if Limisha Training Academy sites will not be operational due to weather-related risks.
POINTS FOR CONSIDERATION:	All	**Follow weather warning advice issued and refer to relevant decisions by local authorities and schools in the area.** ● Safety of transport to and from site, including whether learners and staff can travel home safely at the end of the day. ● Safety on site in terms of access to buildings and equipment ● Any risks of structural damage and therefore injury ● Range of activities that can safely continue compared with those that may need to be suspended. ● Ability to maintain a safe and comfortable temperature for those on site both inside and outside. ● Consider consultation with parents/carers regarding consent to attend. ● If Limisha Training Academy continues to operate, consider whether additional risk assessments are required alongside the measures below.

All staff members will be aware of Limisha Training Academy's designated first aiders and the locations of first aid boxes within Limisha Training Academy.
In the event that first aid or medical treatment is necessary, the procedures outlined in Limisha Training Academy's First Aid Policy will be followed.

Staff members will be aware of any Personal Emergency Evacuation Plans (PEEPs) in place.
All staff members will receive training regarding Limisha Training Academy's emergency evacuation procedures, and will be aware of:

- The appropriate route to take.
- What assembly point to use in the event of different scenarios.
- Security arrangements that are in place, such as the locking of Limisha Training Academy gates.

- Access arrangements for the emergency services.

During significant or complex incidents, Limisha Training Academy may seek support from the DfE, in line with DfE emergency planning and response guidance.
Limisha Training Academy will also liaise with:

- Police, fire and rescue, and ambulance services as required.
- The LA.
- Multi-agency partners as required, including safeguarding partners.

9. Emergencies during educational visits

Critical incidents that occur on trips will be managed in the same way as those that occur on Limisha Training Academy premises.
The trip leader will be responsible for maintaining written records of any critical incidents that occur whilst on a trip, as well as the action which was taken and by whom.
The trip leader will be responsible for reporting the critical incident to the Director immediately.
Any critical incident that occurs on a trip will be communicated to all staff members, ensuring that they are aware of any learners who may suffer from shock.

10. Internal communications

To aid communication within the Limisha Training Academy community, Limisha Training Academy will collate an emergency contacts information sheet, copies of which will be kept in the Limisha Training Academy office. This will include the following information:

- Learners' emergency contact details
- Staff members' emergency contact details
- Emergency contact details for the LA
- Phone numbers for relevant travel companies
- Phone numbers for regular supply staff
- Learner and staff movement data, including planned timetables, site movements and visit arrangements

The Director will ensure that this information is reviewed on a regular basis and is updated to reflect changes in staffing details.

Limisha Training Academy's internal communication systems will be used to alert staff members to a critical incident in the first instance, without alarming learners unnecessarily.
Staff members, learners and parents will be informed of critical incidents in the most sensitive way possible.

- The parents of learners who are directly involved in the incident will be contacted immediately using the emergency contact details provided to Limisha Training Academy.
- Learners will be informed of a critical incident in groups as small as practicable.
- Parents of learners not directly involved in the incident will be contacted quickly and efficiently, via email, as soon as is reasonably practicable.

- During an emergency, staff members will use mobile phones to stay in contact with one another and communicate key messages.
- Staff briefings will be conducted following the occurrence of a critical incident, in order to further investigate the event and provide staff members with any updates.
- Weekly staff meetings will provide an opportunity for staff members to raise any concerns about Limisha Training Academy, including those in relation to emergency procedures and critical incidents.

11. After a critical incident

Following the occurrence of a critical incident, Limisha Training Academy's short-term aims will include the following:

- Contacting those directly involved
- Informing the LA
- Appropriately debriefing the Limisha Training Academy community
- Attempting to maintain normal routines
- Making appropriate plans for attendance at funerals and memorials
- Monitoring the wellbeing of staff and learners, particularly those directly involved in the incident
- Expressing sympathy to the families of those involved
- Identifying vulnerable staff and learners, ensuring they are aware of the support available to them

In the medium term, Limisha Training Academy's aims will include the following:

- Making arrangements for learners involved to return to Limisha Training Academy
- Arranging alternative teaching, where necessary
- Providing support to staff members and learners affected
- Arranging consultations with educational psychologists, where necessary
- Clarifying support arrangements and referring learners for individual help, if appropriate
- Keeping parents updated and informed

In the longer term, Limisha Training Academy's aims will include the following:

- Introducing support systems to continuously monitor vulnerable learners and staff members
- Discussing how to mark anniversaries
- Ensuring all staff members, including new staff, are aware of learners affected by the incident
- Acting sensitively to learners' needs
- Ensuring learners and staff members know how to obtain further help, including via external support services

12. Post-incident support

Staff members will strive to create a welcoming atmosphere in which learners can openly discuss life events, including when critical incidents occur.

Following a critical incident, staff members will consult with the parents of learners involved regarding how best to support the learner, ensuring that their needs are taken into account.
Counselling will be offered to learners and staff who were involved in, or witnessed, a critical incident.

- Topics including bereavement, stress and safety will be covered as part of the curriculum.
- Learners and staff will be provided with safe areas where they can take a timeout if necessary.
- Absences will be authorised by the Director or appropriate senior leader for learners attending events following the incident, including funerals and counselling sessions.
- Strategies will be implemented for managing any distress that could be caused by ongoing police enquiries, legal proceedings or media attention.
- The critical incident management team will lead debriefing meetings for staff members, learners and parents, as well as for the wider community where appropriate.
- The need for individual or group support will be assessed by appropriate staff members in the period following a critical incident.
- Limisha Training Academy will ensure the demands on learners and staff, e.g. deadlines for coursework or additional duties, are appropriate or deferred/cancelled if necessary.

- Limisha Training Academy will consider alternative arrangements in line with relevant guidance from awarding bodies or the DfE should a learner miss a statutory examination or assessment.
- Arrangements will be made for a member of staff to visit those affected, whether at home or at hospital – consent will be sought from parents before visits take place.
- Where necessary, Limisha Training Academy will liaise with parents regarding a phased return for learners involved in a critical incident.
- Information regarding the support being accessed by staff members and learners will be treated as personal data and processed in line with Limisha Training Academy's Data Protection Policy, transferring information to external agencies where necessary.
- Following an emergency situation, Limisha Training Academy will work collaboratively with learners, staff and parents who are anxious, to reassure them and respond to concerns.
- Limisha Training Academy will provide remote education to enable learners to keep pace with their education when in-person attendance is not possible due to a critical incident or emergency. Remote education will be delivered, and Limisha Training Academy will take steps to ensure all learners can access it and receive quality support.

13. Media relations

All communication between Limisha Training Academy and the media will be conducted by the Director.
Where required, press interest will be managed by the LA's press office.

- All information given to the media will be provided through a single reliable source.
- All statements will be agreed by the Director and critical incident management team before going to the press.
- Learners will not be named during communication with the press unless parental consent has been sought.
- Personal information regarding staff members, learners and visitors will be kept confidential and treated in accordance with Limisha Training Academy's Data Protection Policy.
- Details of the critical incident which may be harmful to investigations into the incident, or which reveal personal information will be treated as confidential.
- Staff members will not talk off the record to the media and will refer all enquiries to the Director, critical incident management team or designated staff member.

Limisha Training Academy will strive to liaise and co-operate with the media by answering any queries, as appropriate.

- All statements given to the press will be factual.
- Limisha Training Academy will aim to reassure the public and demonstrate control of the situation, as well as counter any dangerous rumours or gossip.
- Child protection and safeguarding measures will be taken when reporting about learners.
- Parental permission will be sought prior to any press interviews with learners.
- Times of press releases will be pre-agreed in order to avoid continuous pressure.
- Where appropriate, a pre-prepared statement containing basic information about Limisha Training Academy and Limisha Training Academy's procedures will be used.
- The critical incident management team will ensure that any media access to the site, staff and learners is controlled.

14. Handling complaints

Limisha Training Academy recognises that the occurrence of a critical incident is a sensitive subject.
Complaints or concerns regarding Limisha Training Academy's critical incident arrangements should be made in accordance with Limisha Training Academy's Complaints Policy.
Limisha Training Academy will continuously work to address and resolve concerns, ensuring that critical incidents are dealt with in line with the law, as well as in a sensitive and supportive manner.

15. Monitoring and review

This policy will be reviewed on an annual basis by the Director and critical incident management team, with any changes made to the policy being communicated to all staff.

16. Initial Action Form

In the event of a critical incident, this form should be completed by whoever received the alert in order to gather as much information as possible.

Name of the person reporting the incident	
Emergency procedure carried out	
Alert raised by	
Details of the incident	
Number of people involved	
Details of staff members at the scene	
People who have been informed	
Exact location of the incident	
Number of casualties and injuries	
Details of any casualties and injuries	
Action taken so far	
Assistance needed	
Form completed by	
Job role	