



DALCOUR
MACLAREN

COVID-19 Business Continuity Plan

The ownership of this Business
Continuity Plan is the CVE Group

Revision: 8
Date: 12th May 2020



COVID-19 Business Continuity Plan

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1. Aim

As a people and service business, our priority is to minimise infection risk for all employees and clients, whilst ensuring our clients receive a consistent and high standard of service. Consequently, our primary focus is to:

- Demonstrate social responsibility
- Protect the health and welfare of our People, their families and our Clients and project stakeholders
- Ensure business sustainability

2. UK Current Position

The Government advised on 24th March that all people should stay at home unless ‘absolutely necessary’. Further advice was published on 11th May encouraging the British public to ‘Stay alert, control the virus and save lives’. The underlying message was to go to work if necessary, but equally stay at home if possible to fulfil your job from home.

3. CVE Group & Structure

Since March, DM established a COVID-19 Exec Group (‘CVE Group’) comprising the Executive Board (‘Exec’) and the Success Team whose role is to specifically manage the business through these evolving circumstances.

- The CVE Group review the Business Continuity Plan weekly and update the plan if and when necessary; with the CVE Group comprising the full Executive Board, a member of the HR team and a member of the Success Team;
- Following this meeting updates are given to all staff members as and when appropriate;
- All communication with regards to COVID-19 will follow the key stakeholder structure as set out below:



- Each of the office leads have a deputy appointed who can step in should they fall ill. If any of the Exec fall ill, they will be backed up by the Success Team.

4. DM Approach

DM's approach under the circumstances is set out below:

- Home Working:** All staff were advised by the CVE Group on 16th March to work from home where possible to do so. A further update was given on 24th March to advise all staff to stay at home until further notice with the exception of those whose jobs relied on being on site and where clients had provided Key Worker letters.
- Working Hours:** Our aim is to ensure continuity of service whilst also accommodating home working requirements and the degree of flexibility needed during this time. Consequently, flexible working hours are agreed with line managers to meet both staff needs and the needs of the business. This allows staff to work outside of traditional hours and / or work weekends to fulfil their contractual requirements. Staff are to remain contactable between 0900hrs – 1730hrs Monday to Friday to respond on project matters and any company issues.
- Offices:** As of 24th March, all offices were fully closed and no staff should be visiting any office. Alternative options to printing and posting are being utilised. However plans are being prepared to allow certain offices to be operated by a skeleton scheme.
- External Meetings:** In the event that clients ascertain that a site visit is necessary, they should follow DM's '*COVID-19 External Meetings & Site Visit; Risk Assessment Process*' as set out at **Appendix A**.

The process provides clarity associated with meetings and site visits. As a summary the following should be considered:

- All staff to consider their own health prior to any meetings to confirm no COVID-19 symptoms. Staff also to consider whether they have been in contact with other persons who may have shown symptoms or travelled to high-risk areas.
- Undertaking prior checks with meeting attendees to confirm if they are not included in high risk categories, are not exhibiting any symptoms and are willing to meet.
- Ensuring cleanliness and hygiene guidelines are followed prior to any meeting, to include washing of hands with soap and water.
- At any meeting, social distancing to be maintained, no food or beverages to be offered or accepted. Meetings to be held outdoors where possible.

- Hands to be washed in soap and water on leaving the meeting.

Meetings without prior arrangement (e.g. door knocking) will not take place

e) **Communication:**

Dalcour Maclaren remains fully open for business and will be maintaining the same high level of service to our clients.

Sector Leads are to provide daily updates to the CVE to include:

- Sharing opportunities and innovation
- Client updates
- Workload risks and issues
- Staff matters

Office Leads are responsible for:

- Reporting office related issues
- Managing the notified person who may visit respective offices
- Office security

f) **Systems**

- Phones – RingCentral is implemented and should be used by all staff alongside other collaborative working options including Teams;
- All other systems, including CONNECT and FocalPoint will remain accessible as usual.

g) **Hygiene**

- All staff are requested to follow NHS / PHE hygiene guidelines found [here](#).

5. Staff Numbers

- **Heads** - All Heads (i.e Head of Sectors, Head of Prof Services, Heads of Corporate Services and Client Leads) need to have a clear second in command who is briefed and able to take up the head role should the acting head be unwell;
- **Updates** - HR will provide the Exec with a daily update of numbers of staff working or unwell;
- **Client Updates** – Clients will be informed about any members of DM staff/subcontractors that we are aware of that have any of the COVID 19 symptoms and who will be isolated as per the NHS / PHE instructions.

6. Communication to Clients

- **Updates to Clients** - Regular updates to clients will be given to ensure that DM can fulfil its contracts and maintain service levels required; specifically this plan shall be published on the DM website;
- **Updates from Clients** - Updates will be required from clients as to how they are dealing with COVID-19 and this will feed into the daily update call. Specifically, client advice will be sought to ascertain which site activities are considered absolutely necessary, if any.

7. Suppliers

- **Continuity** - Each Head will to identify the suppliers we are reliant upon (e.g Bluecube, sub-contractors, Access, Triad etc.) and make sure they have a business continuity plan in place and that they are kept updated with any changes which will have an impact on DM.

8. Next Steps

- The CVE Group is reviewing how COVID-19 related ongoing risks will impact on the company running and day to day activities in the short, medium and long term. The CVE will continue to review Government advice and is currently making plans to cover multiple scenarios.

Notes

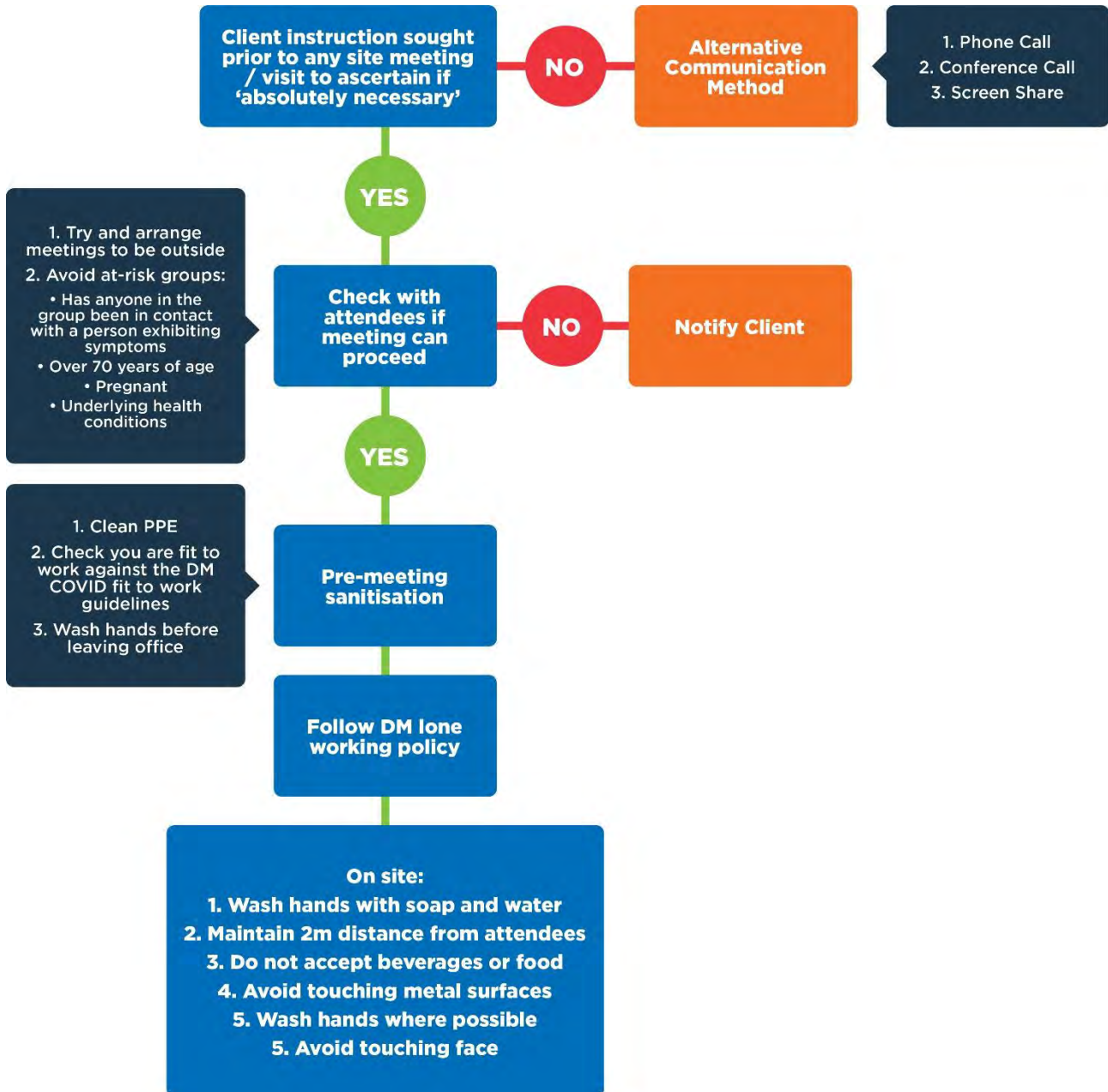
All of the above is subject to Government guidance and this plan will be reviewed daily to ensure that the government guidance is followed.

The ownership of this Business Continuity Plan is the CVE Group.

This Business Continuity Plan will remain under review.

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Appendix A: COVID-19 – External Meetings & Site Visits: Risk Assessment Process



[Download the PDF here.](#)

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