



**DALCOUR  
MACLAREN**

# **COVID-19 Business Continuity Plan**

The ownership of this Business  
Continuity Plan is the CVE Group

Revision: 6  
Date: 9<sup>th</sup> April 2020



# **COVID-19 Business Continuity Plan**

**9<sup>th</sup> April 2020**

## **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
- Ensure business sustainability

## **2. UK Current Position**

The Government advised on 24<sup>th</sup> March that all people should stay at home unless ‘absolutely necessary’.

## **3. CVE Group & Structure**

DM has established 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 will review the Business Continuity Plan twice a week and update it 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 a daily update will be given to all staff members;
- All communication with regards to COVID-19 will follow the key stakeholder structure as set out below:



- Each of the office leads will need to 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 revised approach under the circumstances is set out below:

- a) **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 24<sup>th</sup> March to advise all staff to stay at home until further notice.
- b) **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 will be agreed with line managers to meet both staff needs and the needs of the business. This will allow staff to work outside of traditional hours and / or work weekends to fulfil their contractual requirements. Staff will still need to remain contactable between 0900hrs – 1730hrs Monday to Friday to respond on project matters and any issues.
- c) **Offices:** As of 24<sup>th</sup> March, all offices are fully closed and no staff should be visiting any office. Alternative options to printing and posting should now be utilised.
- d) **External Meetings:** In the event that clients ascertain that a site visit is absolutely 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.
- 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 now 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. Return to Work**

- The CVE Group will make the decision with regards to return to work and there will be clear guidance given on timing and process for this return.

### **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.

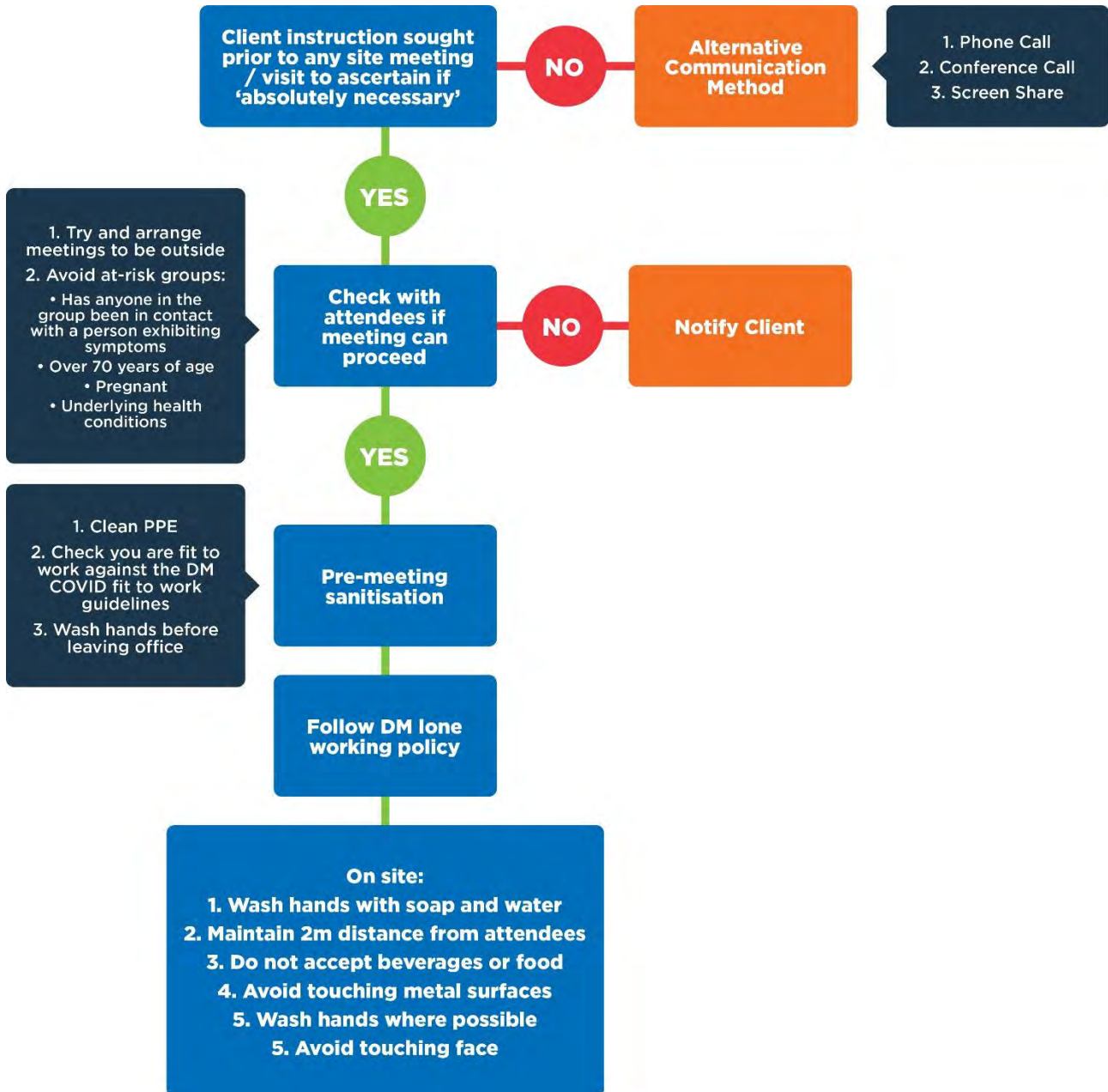
The ownership of this Business Continuity Plan is the CVE Group. All matters needing CVE approval / notification shall be directed to [CVE@dalcourmaclaren.com](mailto:CVE@dalcourmaclaren.com)

This Business Continuity Plan was updated and circulated on 18<sup>th</sup> March 2020 and will remain under review.

Revision 6 – 9<sup>th</sup> April 2020



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



[Download the PDF here.](#)

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