

SECTION B_B08_AlignPP (A4 Response)

Details of APP's Business Continuity Plan are covered in the accompanying Appendix to this question.

Business Continuity is something our company takes great pride in. Our plan covers the actions to be taken should an incident occur, includes examples of likely scenarios and demonstrates how these should be dealt with through the provision of a step by step guide. This shows a commitment to our Clients that should an incident occur, it will be managed with great efficiency to ensure business as normal.

In working with Clients on the NHS SBS Construction Consultancy Services Framework, we propose to utilise a core team of staff who will always provide services onto this framework. This core team will consist of several highly trained and experienced individuals, comprising of at least two individuals for each design discipline, selected according to their past relevant experience. This approach will allow each member of the core team to be "shadowed" by another member of the design team ensuring that knowledge of projects and the framework generally is shared and project continuity is maintained during periods of annual leave or unexpected absence. This provides resilience in our response/input and means that should a member of the core team be unavailable we can maintain continuity, coping with peaks in demand and any conflicting priorities.

Adopting this core team approach will develop trust between all parties and result in team members who can adapt to the requirements of the project and address any issues that may arise in the event of staff absences. Should a project demand high levels of discipline resources, staff have the ability to share common skills with other teams within the business to maintain productivity and meet Client programmes. Our commitment to this framework ensures its users will always have "first call" on the allocated design team members.

APP provides a modern, safe, flexible work environment with highly trained staff members utilising the latest I.T. systems and equipment. This generates staff commitment and contributes to our enviable staff turnover record which is under 7.5%. This also stabilises performance and assists with business continuity. Our apprenticeship programme and commitment to staff development through supporting training and higher education also provides a great deal of loyalty within our organisation, in turn assisting to maintain a low staff turnover.