



I am reaching out on behalf of the entire MBKB team to assure you that whilst there is still some uncertainty, and a slow return to the 'new normal' we are able to confirm we can still support you 100% using technology to maintain the same levels of service.

We are fortunate that we are able to offer a highly effective online enrolment and training solution, which has enabled us to continue with you in a completely safe and productive manner throughout the past 9 months.

Through Smart assessor, Zoom/Goto training , Teams and our virtual learning environment our programme is fully deliverable online. This is not just online pre-recorded webinars, but live 1-1 and group sessions, video conferences and interactive learning opportunities, still tailored to your needs.

We have been able to ensure the development of your team has not been disrupted, where ever possible, and we have maintained the same high quality delivery. Due to a change in Funding rules, we are also able to fully engage any workers who may be in Furlough too.

We have been working with EPAOs and have new protocols in place for all this activity to remain online at this time.

Inspired by MBKBs people, purpose and passion core values –I would like to share our updates

MBKB COVID-19 Resilience Plan - 20th November 2020.

In light of the national COVID-19 outbreak, MBKB took steps to ensure that our team, your employees and the people we support were kept as safe as possible, we worked with you all and accommodated your requirements too during this period.

To help maintain the social distancing and 'control the virus' message all delivery will remain online until the 31st of March 2021, at which point this policy will be reviewed; with the option to amend earlier should circumstances significantly change.

We have successful delivered all onboarding, tutoring, group sessions online during the past year along with undertaking all apprenticeship and management meetings which includes contract meetings, reviews and catch ups.

Our Office at 4 Parsons street is available to MBKB Team members only, if required. If the office is required the meeting room online diary must be used to reserve your space, signing in and out, must be used. Handwash to be used at all times. You must wash up any cups used, and wipe down door handles, desks etc with disinfect spray, prior to leaving. Only Green and Amber risk rated team members who are not living with vulnerable persons, may visit the office.

We will allow our Team members to visit your workplaces in extreme circumstances, where no other option exist, but only when our risk assessment (detailed later) has been satisfied together with their own risk assessment being Green, and they are not deemed to be living with a vulnerable person.

Below is our current 6-point plan, this came into effect at 9am on the 11th March 2020 and has been reviewed every 3 months, with this latest version 20th November, superseding all others.

1)Protect Employees

Provide timely updates as per Government Guidance – **Continuing**

Establish dedicated Slack channel for internal comms – **Set up**

Implement current guidance practice – **Complete**

Record any exposure to Coronavirus or Covid19 in relation to MBKB Team – **Process in place**

Reduce face to face meetings, we will use where possible video or telephone.

– **All now moved to remote only, will remain this way until 31st Jan 2021, as outlined above.**

All staff to complete COVID risk Assessment and ascertain status, also complete for people whom they reside with – **In Progress**

2) Create a Functional Response Team

Establish Internal team to manage resilience plan – **Complete**

Run Financial Stress test and mitigate impact – **Complete**

Set up weekly monitoring protocol – **Complete and still current.**

3) Stabilize the supply chain -

Awarding Bodies, EPAO activity - **Switched to Online**

Check booked Face to face EPA's and risk rate – **All currently cancelled**

Move EQA visits to remote - **Switched to online**

Reduce/ remove deliveries - **All cancelled**

4) Updates to Apprentices and Clients

Inform and Update all Apprentices and Clients on MBKB Protocol – **All emailed, updates provided online and email**

Establish reporting protocol for specific concerns – **In place**

Record and comply with external protocols from our clients – **In place**

Establish safe process where face to face visits have to occur – **In place**

5) Demonstrate Purpose

100% compliance with Government guidance – **Ongoing**

Support epidemic efforts where possible. – **In place**

6) Specific Areas for review

MBKB Awards Night – to be rescheduled to Autumn 2020. – **Cancelled**

Use of 4 Parsons Street

The following outlines our process for ensuring COVID safe visits at our head office, as outlined above.

- A space/ desk must be booked.
- You must not attend if you are not Green or Amber on the risk assessment.
- You must not attend if you have any symptom's or have been in contact with anyone who has had symptoms within the past 14 days.
- Sanitise hands upon entry, exit and at no less than hourly.
- Wipe clean prior to use, and following use desk, door handles used
- Remain 2 metres from any colleagues also in attendance.
- Do not permit any non MBKB personnel onto site.

Face to Face Visit Protocol –

The following outlines our process for ensuring COVID safe visits, where required, as outlined above.

- You must not attend if you are not Green or Amber on the risk assessment.
- You must not attend if you have any symptom's or have been in contact with anyone who has had symptoms within the past 14 days.
- Sanitise hands upon entry, exit and at no less than hourly
- Remain 2 metres from all in attendance.
- Written request and justification for visit written by MBKB personnel who will carry out visit, to be approved by MBKB Senior Team.
- All personnel at site, who will be in contact with our Team member to complete COVID Health Assessment (maximum of 24 hours prior to meeting)
- Workplace to be visited to supply their COVID Safe working Plan to MBKB for approval
- COVID safe visit checklist signed off by MBKB Director prior to visit.

The MBKB team member visiting any workplace must leave their contact details at said placement to ensure track and trace if an outbreak occurs.

We appreciate your support and understanding in this matter and confirm our willingness to work with you all to mitigate the spread of this virus. We will keep you updated as things change in both positive and negative directions.

If you have any specific concerns or would like to speak to myself, please feel free to get in touch.

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