Imperial College Union Finance and Risk Committee
26th March 2020

AGENDA ITEM NO.	11
TITLE	Business Continuity
AUTHOR	Tom Newman
EXECUTIVE SUMMARY	This plan outlines the measures in place and actions that will be taken in the event of a disruption to the business of Imperial College Union caused by various reasons outlined below.
PURPOSE	This plan aims in the event of the above to minimise the loss of Union operation and services etc. and to ensure effective and rapid recovery and business continuity.
DECISION/ACTION REQUIRED	

Imperial College Union Business Continuity Plan 23/3/2020

1. **Context:**

    a. This plan outlines the measures in place and actions that will be taken in the event of a disruption to the business of Imperial College Union caused by:

        i. Critical circumstances disrupting normal operations.
        ii. Loss of access to key technology and/or services.
        iii. Loss of access to the main premises.
        iv. A required response to a disaster.

    b. This plan aims in the event of the above:

        i. To minimise the loss of Union operation and services.
        ii. To minimise disruption to the organisation.
        iii. To ensure the implementation of alternative provision.
        iv. To minimise financial loss to the organisation.
        v. To minimise reputational loss to the organisation.
        vi. To ensure effective and rapid recovery.

2. **University Processes and Systems:**

    a. ICU is fully integrated into Imperial College's Critical Incident and Business Continuity planning process and guidelines. As such the Union will be supported via such processes on an ongoing basis.

    b. The above-named processes will form the Unions main response to matters of business continuity and as such the Union will be guided by them in any actions required to aid business continuity across all Union activities and services.

    c. The Union has employees assigned to all levels of the University response team command levels and therefore play a key role in the planning and decision making of matters related to critical incidents and business continuity.

    > **Commented [NT1]:** Evidently not the case...union is part of bronze team...

    d. The Universities commitment to the provision of such support is included in the Service Provision Service Level Agreed (SLA) which is reviewed and enhanced on an annual basis.

    > **Commented [NT2]:** SLA does not exist

    e. The Union occupies College premises, fully uses the College's Information Technology (IT) network, Union staff are College contracted employees and the Unions payroll is provided by the College and thus is further supported in terms of business continuity through:

        i. Campus site-specific continuity plans and actions.
        ii. Information technology continuity plans and actions.
        iii. Human resources and payroll continuity plans and actions.

3. **Relevant Policy:**

    a. The following Union policy supports and provides the platform for the Unions holistic approach to business continuity:

        i. Data Storage.
        ii. Data Security.
        iii. Incident Management Plan
        iv. Emergency Evacuation.

     v. Emergency Procedures.
     vi. Crisis Management and Media Relations.
     vii. Safeguarding Policy.

4. **Response Management Group:**

   a. In addition to involvement in the University response management groups the Union will mobilise the following response management group in the event of this plan becoming required:

     i. The President.
     ii. An annually appointed external trustee.
     iii. The Managing Director
     iv. The Head of Commercial Services and Facilities
     v. The Head of Communications and Systems
     vi. The Head of Membership Services

   b. The management group shall be responsible for:

     i. Deciding and implementing required actions.
     ii. Ensuring appropriate liaison with the University.
     iii. Ensuring appropriate internal and external communication.
     iv. Ensuring appropriate wellbeing measures.
     v. Ensuring appropriate safeguarding measures.

5. **Identified Reasonability:**

   a. The table below outlines the responsibilities each Senior Manager will have for the operational implementation of measures agreed by the responsible management group for implementation.

   b. In the event of a required action not being detailed in the table below, a position being vacant or the post holder not being available the response management group will assign a Manager to undertake the role.

Senior Manager:	Responsibilities:
Managing Director	Employee communication and wellbeing University liaison Trustee liaison Financial processes
Head of Communications and Systems	Internal and external communication Information technology and software
Head of Commercial Services and Facilities	Alternative premise provision Insurance liaison Securing of commercial venues Liaison with College building manager
Head of Membership Services	Alternative student activities locations Safeguarding Student voice requirements Student social provision

6. **Proactive Measures:**

   a. The Leadership Team will ensure the following is in place to aid the response to a business continuity need:

      i. All employees having access to mobile working technology and mobile telephones to aid off-site working.

      ii. Appropriate insurance in place to cover/minimise any financial losses.

      iii. A scoped out list of external providers to provide student social provision.

      iv. A scoped out list of external venues to host required student activity and functions.

      v. A variety of mediums to enable two-way communication with members and stakeholders in the event of loss of certain mediums.

      vi. Ensure organisational wide use of cloud-based storage accessible from any location with appropriate backups in place.

      vii. Ensure technology is in place to undertake remote conferencing and communication.

7. **Review:**

   a. This plan will be reviewed a minimum of every two years or after each required use.

Commented [NT5]: TN view that this must be reviewed. Currently a MM responsibility