

**Business Continuity Policy**

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| **Author:**  | **VP Corporate Services/Planning & Head of Health, Safety & Sustainability** |
| **Consultation:** | **TCG Board of the Corporation** |
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**Contents**

[**1.** **Purpose** 3](#_Toc116132316)

[**2.** **Scope** 3](#_Toc116132317)

[**3.** **Roles and Responsibilities** 3](#_Toc116132318)

[**4.** **BCP Policy Statement** 4](#_Toc116132319)

[**5.** **Business Continuity Objectives** 4](#_Toc116132320)

[**6.** **Testing and Review** 5](#_Toc116132321)

[**7.** **Business Recovery Scenarios and Incident Response Plan** 5](#_Toc116132322)

[**8.** **Monitoring and Review** 5](#_Toc116132324)

# **Purpose**

Business Continuity is the capability of an organisation to continue the delivery of services at acceptable predefined levels following a disruptive incident.

The purpose of the Business Continuity Policy (BCP) is to provide a framework for building organisational resilience with the capability for an effective response that safeguards the interest of the organisation and pro-actively mitigates the operational risks arising from an incident. This will increase the likelihood of the Trafford College Group (TCG) being able to continue its critical activities following a major disruption.

The BCP ensures:

* An active and adequate BCP is established, resourced, and maintained in alignment with stakeholder requirements.
* Incident response, business continuity and IT disaster recovery pans are developed and updated to ensure continuity of key services at a minimum level and within specific timeframes following a disruption to operations, IT services or supply chain.
* Invocation of response plans and communications with our customers and clients can be managed by identified leadership using agreed protocols.
* Plans are subject to regular ongoing exercising and revision.
* The Executive Leadership Team can be assured that the BCP remains up to date and relevant and that processes are identified and followed for testing and improvement.
* Suppliers provide assurance around business continuity arrangements as required.
* Employees and contractors are trained and communicated with to ensure the competence of all personnel with identified BCP responsibilities.

# **Scope**

All TCG employees and those working under contract to the TCG including critical outsourced services are required to comply with the Policy.

Business continuity arrangements for part of the overall TCG risk management framework.

# **Roles and Responsibilities**

**Board of Corporation**

* The BCP is approved by the Board of the Corporation and reviewed on an annual basis
* The Principal/Chief Executive is responsible to the Board of the Corporation for all matters relating to Business Continuity.

**Business Continuity Team**

* The Vice Principal Corporate Services and Planning takes on the role of Business Continuity Director (BCD). The BCD is the lead focal point for business continuity within TCG and appoints a Business Continuity Co-ordinator (BCC), Deputy and the Business Continuity Team (BCT).
* The BCD or deputy is authorised to invoke business continuity/IT disaster recovery.
* The Head of Health, Safety & Sustainability is the nominated BC Co-Ordinator. The BCC is responsible for developing the BCP in line with the needs of TCG and will manage and monitor the implementation and adoption as well as ensure compliance with the BCP.
* The Director of ICT is responsible for the development and implementation of the IT disaster recovery plan.
* The BCT will assist with implementation activities and disruptive incident response. Each member of the BCT will in turn appoint a deputy to always ensure the fulfilment of duties at all times.
* The BCT will undertake the following functions:
* Communication – Director of Marketing and External Relations
* Finance – Director of Finance
* IT – Director of ICT
* Pay – HR Services Manager
* HR – Director of HR and Performance
* MIS – Assistant Principal Planning, Funding and Performance
* Student Services – Assistant Principal Student Experience and Support

**Leadership Team/Heads of Department**

* Members of the leadership teams and heads of service are responsible for ensuring business continuity action cards are developed and updated for their areas of activity.

**Employees**

* All employees are responsible for ensuring they are aware of and comply with business continuity requirements and undertake training as required.
* Proactively assist in the requirements of business continuity.

# **BCP Policy Statement**

The BCP Policy Statement (Appendix A), documents the commitment of the TCG to deliver a top-down approach to protect the safety of employees, contractors, and students, identify, and manage threats to the organisation that may disrupt operations, reduce the risk of occurrence of disruptive events and ensure adequate procedures are in place to facilitate recovery of identified key activities within required recovery timescales.

# **Business Continuity Objectives**

The TCG BCP supports the achievement of the following objectives:

* Protect the safety of employees (contractors), students and visitors.
* Manage the threats and impacts associated with an interruption to critical operations.
* Identify the maximum downtime tolerance for key services.
* Reduce business continuity risk via:
* A proactive controlled environment (decrease the likelihood of a disruptive event)
* Strategies to respond to a disruptive incident
* Plans to recover critical business activities within stakeholder expectations; and
* The ability to maintain communication with stakeholders as required.
* Provide assurance to interest stakeholders of the effectiveness of BC arrangements.

#  **Testing and Review**

Local BCPs are tested annually (as a minimum) to provide confidence that they would work in practice. Plans should be realistic, and improvements identified. A combination of live and desktop exercises may be utilised as appropriate.

Performance against BCP objectives is reviewed every term.

# **Business Recovery Scenarios and Incident Response Plan**

# The BCP is supported by the Incident Response Plan. The Incident Response Plan provides the BCT with a framework to coordinate the initial response and determine the required actions in response to a business continuity incident.

The following incident scenarios are considered:

* Site or premises disruption (denial of access, service failure, fire, flood, wind etc)
* IT systems/services disruption
* Employee/contractor shortages owing to disruption (pandemic, travel, weather event)
* Third party contractor or service provider failure

The following response options are considered:

* Ensure full availability of the service ie. no downtime tolerated
* Plan for partial recovery within an agreed recovery time
* Plan for transfer of work to other site/campus
* Cease service/activity
* Do nothing
* Insure the service

# **Monitoring and Review**

The BCP will be monitored and reviewed on an annual basis.

**Appendix A: BCP Policy Statement**

The Principal/Chief Executive is responsible to the Board of Corporation for ensuring the implementation, management, and improvement of Business Continuity at the Trafford College Group.

Objectives in respect of Business Continuity for the Trafford College Group are to protect the safety of employees, contractors, and students, identify and manage threats to the organisation that may disrupt operations, reduce the risk of occurrence of disruptive events and ensure adequate procedures are in place to facilitate recovery of identified key activities within recovery timescales.

The Vice Principal Corporate Service and Planning takes on the role of Business Continuity Director (BCD).

The BCD together with representations from the Trafford College Group’s Leadership Team form a Business Continuity Team (BCT). The BCT is responsible for the development and implementation of Incident Response and IT Disaster Recovery Plans. The purpose of the plans is to ensure that the Trafford College Group can maintain a minimum acceptable standard of service delivery and that associated support services are maintained for identified critical activities.

A periodic review of business continuity requirements takes place to ensure adequate identification of critical activities, priorities and required mitigations for identified risks is in place and effectively managed.

Business continuity plans are reviewed and tested annually. Any required modifications are identified via a corrective action plan and improvement process.

Guidance on all responsibilities and document specifications is contained within the BCP.

The BCD appoints a BC Co-ordinator who will both monitor and support the implementation, testing and management review process to ensure continual improvement and development in line with the BCMS.

All employees are made aware of the existence of the Business Continuity Policy and those with a direct role in the implantation or response to an incident are provided with required information and guidance.

**Approval Declaration:**

Signed: 

Principal & Chief Executive Officer – James Scott Date: 31 October 22

Signed:

Chairperson of the Board of the Corporation – Graham Luccock Date: 31 October 22