



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David



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Business Continuity Policy

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1. Scope and Aims

The aim of a Business Continuity Management (BCM) System is to ensure that an organisation can identify the likelihood of an incident that may cause business interruption, and has processes and systems in place to manage and control it.

This policy defines the framework for the implementation of the University Group's BCM System to manage business continuity, to continue delivery of services or products at acceptable predefined levels following disruptive incidents¹. It seeks to ensure that operational risks associated with the University's critical activities are identified, and that resilience plans are in place to respond to their occurrence and mitigate impact.

The policy is underpinned by the Major Incident Plan, Faculty and Professional Service Business Continuity Plans and an IT Disaster Recovery Plan. It is informed by risk registers and takes account of the extensive structure and diverse locations in which the University operates. These key components ensure that procedures exist to record, assess and respond to events effectively, maintaining critical operations.

The policy applies to the campuses of the University, to the members of the UWTSD Group and to the Cardiff premises of the University of Wales. Business Continuity Plans for Further Education members of the group (Coleg Sir Gâr and Coleg Ceredigion) are formulated taking this document and associated guidance into account.

The policy and framework has been developed and structured in line with the PP1: Policy and Programme Management guidance contained in the Business Continuity Institute (BCI) publication: The Global Guide to Good Practice in Business Continuity (2018).

2. Objectives

The objectives of the approach to business continuity management are to:

- Identify key University services and the critical activities that support them with the view to developing suitable business continuity responses for them;
- Establish appropriate structures to plan and respond to incidents within the University community;
- Have ongoing processes that are subject to regular review, audit and exercise;
- Review the framework for continuous improvement and in line with best practice (Business Continuity Institute's Good Practice Guidelines (GPG) 2013 and ISO22301:2012);
- Embed Business Continuity into the culture of the University so it becomes an integral part of decision making.

3. Delivery

UWTSD seeks to manage business continuity in line with ISO 22301.

To support this approach the University will:

- Ensure that its members have an awareness of BCM and its principles.

¹ ISO 22301: 2012

- Undertake Business Impact Analyses and Risk Assessments to identify critical services and the activities required to deliver them.
- Ensure that business continuity plans align with the University of Wales Trinity Saint David's Strategic Plan 2017-2022.
- Ensure that business continuity plans for faculties and professional services are maintained and reviewed.
- Develop and invest in resilience measures that treat / tolerate / transfer / terminate risks to the delivery of critical activities.
- Maintain and review its Major Incident Plan and associated procedures to facilitate recovery and restoration to University business.
- Ensure that the Business Continuity programme complies with this policy and any related legal and regulatory requirements.
- Integrate Business Continuity principles with existing University policies and procedures.
- Support continual improvement.

4. Governance

Accountability for implementation and monitoring of organisational activities in accordance with this policy is through the University's Senior Managers and Committee structure:

The Business Continuity Steering Group is responsible on behalf of the CPC for supporting activity across the University, for monitoring and measuring progress against performance indicators to confirm effective implementation and alignment with organisational objectives and strategy. It reviews and proposes changes to enhance the policy.

The Corporate Policy Committee has operational oversight for risk management and business continuity on behalf of the SMT and Senate.

The Audit and Risk Management Committee is responsible for governance oversight of risk management and business continuity and provides assurance to the University Council.

The University Council, as the governing body of the University, has overall governance responsibility for ensuring that the institution has robust risk mitigation and response processes in place and support continual improvement.

The policy is written in accordance with University Ordinance IV (art. 2).

5. Roles and Responsibilities

The Vice-Chancellor

The Vice-Chancellor has overall responsibility for the management of business continuity within the UWTSD Group and the University of Wales. This responsibility is delegated to the Deputy Vice-Chancellor (Finance and Planning) who is also the Major Incident Co-ordinator and convener of the Major Incident Team.²

² UWTSD Major Incident Plan

The Associate Pro Vice-Chancellor (Corporate and Quality)

The Associate Pro Vice-Chancellor (Corporate and Quality) is the Business Continuity Lead for institutional business continuity activity and will:

- Support Business Continuity at a strategic level by endorsing and supporting the Business Continuity Management process.
- Raise the awareness of Business Continuity at a strategic level.
- Report on Business Continuity Management and state of readiness to University Council, the Audit and Risk Management Committee (ARMC), the Corporate Policy Committee (CPC) and appropriate FE senior management.

The Policy and Planning team will:

- Lead the development and implementation of the institutional business continuity management system, including:
 - Raising the profile of Business Continuity across the University and ensure that information is available to staff (with the aim of embedding BCM into the activities of the University).
 - Facilitating the Business Continuity Steering Group.
 - Facilitating the Incident Review Group.
 - Developing appropriate templates for the University to detail its arrangements, ensuring consistency in the system whilst recognising the necessary flexibility required across its constituent parts, academic areas and support units.
 - Providing support and advice in areas of Business Impact Analysis (BIA) and the development of Business Continuity plans.
 - With the Human Resources Department, facilitating training to appropriate staff and assist in the development of corporate exercises to review / test arrangements that have been put in place.
 - Monitoring and reviewing business continuity management systems and procedures to ensure they remain fit for purpose and follow a continuous improvement ethos.
 - Reporting progress to the Associate Pro Vice-Chancellor (Corporate and Quality) and relevant UWTSD governance committees.
 - Promoting continual improvement.

Deans of Faculty and Heads of Professional Services will:

- Attend relevant training sessions and University run business continuity exercises to develop knowledge and understanding of business continuity management.
- Lead the development of Business Impact Assessments and Business Continuity Plans within their academic area / support unit.
- Ensure that relevant documentation for their academic area / support unit remains current and fit for purpose.
- Communicate the Business Continuity Plan to relevant staff within the academic area / support unit. Including details of how they will be contacted / notified of an incident /

their role during an incident and what to do if they are unable to access their place of work.

- Report Business Continuity issues requiring attention to the Policy and Planning team.

The Head of Corporate Communications and PR, with the **Head of Student Experience** are the University's emergency communication leads who will co-ordinate the University's responses and liaise with the Incident Manager and the Response Team in this regard.

All Staff will:

- Familiarise themselves with this policy, and relevant parts of the Business Continuity Plan for their academic area / support unit.
- Familiarise themselves with arrangements of how they will be contacted/notified of an incident, what their role is during an incident, what they should do if they are not able to access their usual place of work etc.

6. Outcomes and Reviews

To ensure that the University's business continuity management remains current and fit for purpose, monitoring and oversight arrangements will include:

- A six-monthly review of Business Continuity Plans by owners with the outcomes reported to the BCSG. Plans should also be reviewed at times when there are significant changes e.g. to personnel, premises and suppliers.
- The Associate Pro Vice-Chancellor (Corporate & Quality) will inform CPC and Group senior management as appropriate about significant changes to arrangements.
- Business continuity arrangements will be subject to Internal and External audit.

7. Links to other policies / procedures

Major Incident Plan
Group Risk Management Policy
IT Disaster Recovery Plan

Policy author(s):

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