

1. Context and Scope

Business Continuity is the capability of an organisation to continue delivery of core services at acceptable predefined levels following a major incident, whether that be from an ICT failure, severe weather, or an infectious disease. This policy applies to all staff, volunteers, and stakeholders of the Union, including its facilities, services, and activities

As a charity and a membership organisation, Imperial College London (ICU) must perform responsibilities laid out in the Education Act of 1994. This act's provisions mean that the Union must continually provide a certain level of its core service of representative and advisory functions.

This policy is intended to detail the Union's commitment surrounding preparedness to cope with the effects of a major incident, including its potential consequences, and the Union's commitment to upholding its core service to its members. The policy seeks to detail a comprehensive approach to business continuity which achieves a balance of Planning, Preparation, Response, Recovery.

2. Policy

To demonstrate preparedness for major incidents, the Union commits to:

- Creating a resilient organisation where all ICU staff members and Trustees are aware of their roles and responsibilities, as laid out in this policy.
- Working with Imperial ~~College London~~ (ICL or the ~~College~~University) in the event of a major incident to return to a state of 'business as usual' as quickly as possible.
- Ensuring that critical services will continue to be delivered and that increased demand due to emergencies is met.
- Protecting the reputation and financial stability of the Union in the face of major incidents.
- Ensuring compliance with regulatory requirements as set out in Charity Commission guidance: [Guidance](#)
- To always follow the Union's core values.

3. Roles and Responsibilities

The Union's Board of Trustees has devolved operational day-to-day responsibility for business continuity to the Union's Managing Director and Senior Management Team.

3.1. Managing Director (MD) & Senior Management Team (SMT)

- 3.1.1. The MD is responsible for implementing and maintaining business continuity planning across the Union and for ensuring that this is reviewed biennially.
- 3.1.2. The MD has overall responsibility for the implementation of the policy into operational practice and for reviewing and mitigating risks to Union services.
- 3.1.3. The SMT team are responsible for making sure the aims of the policy are promoted within their directorate.
- 3.1.4. The MD and the SMT are responsible for bringing the policy to the ICU Finance, Audit & Risk Committee, in line with the committee receiving all major incident reports. It will be reviewed annually and given a formal sign-off.
- 3.1.5. The MD must confirm the prioritisation of services within the Union, formally approving these with a sign-off process.

- 3.1.6. The MD is a member of the ICL Incident Management Group & ICL Risk & Business Continuity Steering Committee

3.2. Director of Support Services (DSS)

- 3.2.1. The Director of Support Services (DSS) is responsible for making sure that members of staff ensure that critical services are adequately backed up in the event of a loss of office space, data, or people.
- 3.2.2. The DSS is responsible for ensuring training and instruction are provided for staff appropriate to their role and responsibilities.
- 3.2.3. The DSS is responsible for the briefing of the Managing Director (MD) and Senior Leadership Team (SMT) to assure the Union's compliance with the Business Continuity Policy.
- 3.2.4. The DSS (or their nominated deputy) is responsible for the development and maintenance of resilience documents including responses to major incidents and the Business Continuity Policy.
- 3.2.5. The DSS is responsible for producing business continuity guidance, and templates which help facilitate the process.
- 3.2.6. The DSS will be a member of the ICL Recovery Team.
- 3.2.7. The DSS is responsible for ensuring that a major incident review takes place following the conclusion of a major incident, though the review itself may be undertaken by a nominated staff member.
- 3.2.8. The DSS is responsible for ensuring that the Union conducts an annual Impact Analysis for the Union's core services.
- 3.2.9. The DSS is responsible for ensuring that the relevant ~~call-out list~~Imperial call out list documents are accessible and kept up to date.

3.3. Trustees

- 3.3.1. As laid out by the Charity Commission guidance the Union's Board of Trustees are responsible for reporting serious and major incidents to the Charity Commission.
- 3.3.2. All major incident reviews must be submitted to the Union's Board of Trustees following their conclusion.
- 3.3.3. The Union's Board of Trustees also has the ultimate duty to make sure that all major incidents are reported in the Annual Return (as is dictated by Section 169 of the Charities Act 2011).

3.4. Imperial College Union Incident Management Group (ICUIMG)

The ICUIMG will assemble during a major incident to provide operational response and direction during an incident that affects or may affect the ability of the Union to continue normal operations. Its membership comprises:

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- Managing Director
- Director of Commercial Services
- Director of Membership Services
- Director of Support Services
- Imperial College Union President
- Director of Finance

Their remit may include, but is not limited to:

- 3.4.1. Initiate actions to minimise harm to students, staff and visitors and ensure their safety, health, and welfare.
- 3.4.2. Direct to the College's Imperial response to an emergency.

- 3.4.3. Stabilise and secure incidents.
- 3.4.4. Liaise with the College's Communications and Public Affairs division to align all communications both internally and externally, including social media.
- 3.4.5. Minimise any potential reputational damage to the Union and the Imperial Community.

3.5. Operational Management Group (OMG)

- 3.5.1. OMG will complete an annual ~~Impact Analysis~~ Business Impact Analysis to assess the critical functions of their department.
- 3.5.2. OMG will incorporate function recovery response plans as part of their service.
- 3.5.3. OMG will endeavour to maintain a competent level of service in the event of a major incident.

4. Communication of the Policy

- 4.1. All documents associated with business continuity are to be considered live. They will be amended as needed to consider internal and external changes that may affect it.
- 4.2. There will be an annual formal sign-off process by SMT. This will take place following an Impact Analysis. All documents will be updated, and critical functions reviewed.
- 4.3. Staff will be informed of any changes which affect their roles and responsibilities in good time.

5. Training

- 5.1. Staff that are part of the ICUIMG will participate in training to make sure they fully understand their responsibilities.
- 5.2. The ICUIMG is committed to providing effective and competent support to staff to coordinate a response in the event of a major incident.
- 5.3. All ICU employees must understand their role within the Business Continuity Policy and support a culture of resilience planning.
- 5.4. As part of their induction, Officer Trustees must be trained in their roles and responsibilities within the policy.
- 5.5. All relevant members of staff must be prepared to form the ICUIMG in times of need.
- 5.6. The induction process for new staff will include information relating to the policy and will outline their responsibility as a staff member.

6. Support

- 6.1. The Union will provide staff with the relevant emergency contacts and employee support networks in the event of a major incident.
- 6.2. All staff involved in a major incident will be invited to take part in the formal debrief process to identify their experiences, areas requiring development, and to suggest lessons learnt. This debrief process will be in line with that laid out by the College.

7. Partnership

The Union, whilst an independent charity, is an integral part of the Imperial College community and could not exist without the College. The Union and the College work in partnership to ensure that adequate measures are in place to ensure that its core operations are delivered to its members as laid out in the Education Act of 1994. The Union is committed to working with the College and ensuring that the Union's Business Continuity Policy is aligned with the College's arrangements.

The Union is in an unusual position in that whilst colleagues work directly for the Union, their employment contracts are with the College. Whilst the Union accepts its duty of care and responsibilities, the College also has a duty to ensure and support the safe management and operation of the Union.