

Business Continuity and Disaster Recovery Policy

CECOS is committed to providing the best possible experience to its students and employers, and to maintaining the best possible relationships with employees, learners and suppliers. To ensure the consistent availability and delivery of its products and services, CECOS has developed the following Business Continuity (BC) and Disaster Recovery (DR) policy in support of a comprehensive program for BC, DR and overall business survivability.

The College, like any other business, is exposed to potential risks that could disrupt or destroy critical business functions and services. Our strategy for continuing business in the event of an incident is to ensure the safety and security of all staff and students; and to continue critical business functions, delivery of teaching and training and services from predefined alternative sites.

Purpose and Scope

The purpose of the BC/DR policy is to ensure that all College business activities can be kept at normal or near-normal performance following an incident that has the potential to disrupt or destroy the College. CECOS shall be prepared for scenarios including, but not limited to, natural disaster, power outage, hardware/ telecommunications failures, data corruption, and explosives. These events may be local in nature, rendering only a single CECOS facility inaccessible, or could have regional impact, with multiple CECOS facilities in a geographic region becoming inaccessible.

The scope of this policy is the entire CECOS College provision, management, administration, staff and students in the UK and this Policy should be read alongside:

- the Student Protection Plan
- the Risk Assessment and Management Statement
- Risk Register.

Statement of Policy

The Senior Leadership Team is responsible for preparing current and comprehensive business continuity plans (BCP) for its operations. Certain departments, such as Information Technology (IT), are also responsible for disaster recovery plans (DRP) to ensure that any damage or disruptions to critical assets can be quickly minimized and that these assets can be restored to normal or near-normal operation as quickly as possible.

When a plan is completed, approved and implemented, each plan will include procedures and support agreements which ensure on-time availability and delivery of required products and services. Each plan must be certified annually by the FE or HE senior management.

CECOS recognises the importance of an active and fully supported BC/DR programme to ensure the safety, health and continued availability of employment of its employees and the delivery of services for customers and other stakeholders. CECOS requires the commitment of each employee, department and vendor in support of the activities required to protect College assets, mission and survivability.

Policy Leadership

Dr Mudassir Tanveer, the Managing Director, is designated as the corporate management liaison responsible for the BC/DR programme and is supported and advised by the Board of Governors and the Senior Leadership Team of the College. Resolution of issues in the development of, or support of,

all BC/DR plans and associated activities should first be coordinated with the BC/DR Team and appropriate internal or external organizations before submitting to the corporate management liaison. The issue resolution process is defined in the following section.

Prevention

Preventive measures contribute to business continuity, and often they also reduce risk. The preventive measures provide a checklist for staff with responsibility for the continuity of their business functions. It will be expected that responsible staff will periodically assure an independent adviser that appropriate routines are being carried out. All significant changes made to CECOS business environment must be reflected in this document. They must reflect the interdependencies of the business processes. If there is any doubt, the Senior Leadership Team must be consulted and their views used to reach a decision. The Board of Governors will also be consulted as needed, and their approval sought.

Major changes must be addressed immediately, and any minor changes must be included in the subsequent revision. The nominated SLT member must ensure that the plan is reviewed on a regular basis, that necessary changes are recorded and that all document owners are made aware of, and accept, any changes.

Verification of Policy Compliance

BC/DR compliance verification is managed by the senior FE or HE Team with support from others in the administration department. Each plan must define appropriate procedures, staffing, tools and workplace planning activities necessary to meet compliance requirements.

BC/DR Compliance Verification is required annually. Waivers for temporary compliance verification may be given if a detailed written waiver request issued by the department manager is approved by the SLT. Maximum delay for compliance is one year from the original date of compliance.

Penalties for Non-Compliance

In situations where a department does not comply with the BC/DR policy, the BC/DR FE and HE managers will prepare a brief stating the case for non-compliance and present it to the SLT for resolution. Failure to comply with BC/DR policies within the allotted time for resolution may result in verbal reprimands, notes in personnel files, termination and other remedies as deemed appropriate.

Scale of Response

The scale and type of event will determine the level of response. A full assessment of the situation will be taken by the Major Incident Team who will invoke the agreed level of the Major Incident Plan. This may include advice from members of the Board of Governors and the Senior Leadership Team.

Level 1 – Amber Status

- Business interruption affecting one or more departments/functional areas and will be overcome by the relevant department/departments using their own resources, personnel and equipment and supported by the Facilities Team.
- Members of the Major Incident Team will be placed on amber alert in preparation should the incident escalate.

Level 2 – Red Status

- Business interruption affecting the operation of the College. An incident of this nature will invoke immediate activation of the Major Incident Plan.
- The remaining members of the Major Incident Team will be placed on either on campus/site or online, as appropriate.

Notification of an incident

If an incident, such as those previously identified, should occur in any CECOS College building or site, the person, student or member of staff who is affected by the incident, must inform a member of the CECOS SLT or the Major Incident Team. This will include external threats, when arrangements for student and staff safety in compliance with Martyn's Law will be enacted.

On notification of the incident, the members of the Major Incident Team may be put on amber alert as a precaution in case the incident escalates. The Emergency Contact List is below.

Title/Department	Name	Home contact	Mobile Contact
Managing Director	Dr Mudassir Tanveer	0207 359 3316	07817 616 715
Deputy Principal	Hariss Pervez		
Director of Facilities	Jawad Tanveer		
Safeguarding Officer	Marlon Mason		

Alternative sites of operation

If an incident was to take place and a single campus or more than one campus cannot be accessed then other identified alternative local accommodation will be utilised, both in London and for each of the other CECOS provision locations. Teaching may be transferred to online delivery for an appropriate period, if applicable.