

Managers' Briefing

How we plan for the unexpected – taking part in Business Continuity Awareness Week

May 2023



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Background

For the council, business continuity is about making sure that we can continue to provide vital services in times of a crisis or during a serious incident.

In the event of an unplanned incident that impacts our city, citizens and our staff, we have to make sure that both our external, customer-facing operations and internal staff process continue to operate. We do this through our [Business Continuity Management \(BCM\) Policy and Framework](#).

This briefing is to remind you of the role you play in the event of an unplanned incident, what actions you need to take to make sure you are prepared and to encourage you to share the resources that are available as part of this year's global Business Continuity Awareness Week.

Your role

- Please share the key messages in this briefing with your teams **by Friday 12 May 2023** – this is so that they can take part in the [free activities as part of Business Continuity Awareness Week](#).
- Please take time to make sure that your local business continuity plans are kept up to date - and that you are aware of how to access the plan.
- Familiarise yourself with the [BCM Framework](#) - to understand your role in the event of an unplanned incident
- Encourage your team to take our [Business Continuity course for Employees](#) on GOLD and take part in the [free activities available as part of Business Continuity Awareness Week](#)
- You are also reminded to take the [Manager's Business Continuity course](#) on GOLD and to participate in Business Continuity Awareness Week.

Key messages

1. Business Continuity Awareness Week (BCAW)

Business Continuity Awareness Week is a global initiative, run by the Business Continuity Institute (BCI) between 15 and 19 May 2023.

This year's theme is **'Embracing the challenge of Resilience'** and each day of BCAW will examine the following topics:

- Cyber Resilience
- Supply Chain Resilience
- Operational Resilience

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- Personal Resilience
- Organisational Resilience.

Everyone in the council family has an important role to play in business continuity and you will recognise the importance of these topics as part of your role and as part of daily council life. BCAW provides a helpful opportunity to raise awareness of the importance of business continuity and to make sure that:

- all staff understand what business continuity is about and how to learn more
- all managers know where to access the relevant support for planning for a business continuity incident and undertake critical training to help them understand their role during an incident and what is expected of them.

Free activities

As part of BCAW, free online resources are available to staff including a programme of interactive webinars on key topics such as staying safe online and how you can prepare yourself for potential emergencies. You can register [online](#) for these - please note that you will need to create an account if you do not already have one.

2. What is our Business Continuity Management Framework?

Our [BCM Framework](#) provides a formal structure to make sure that our business continuity approach and arrangements are consistent across core council Services. It has been developed to help us meet continued service delivery in response to any unexpected event/issue.

Please take time to review it so that you understand how it:

- helps us to respond quickly and effectively to disruption
- demonstrates our commitment to making sure that our operations and services are maintained and restored to business as usual - as soon as possible in the event of a serious incident
- helps us to minimise disruption to our staff, citizens and service users and focus on restoring vital services as soon as possible.

3. Why is it important to have business continuity plans?

Having business continuity plans helps us to reduce downtime in the event of a disruptive incident. They allow us to implement tested plans to continue to deliver priority services - rather than responding reactively.

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Using carefully tested plans can help:

- to improve and prevent damage to our reputation
- identify, and quickly recover/ restore priority business areas and functions
- provide clear action plans
- get the right message to the right person/ people at the right time, and
- address future areas to improve upon to resume normal activity effectively and quickly.

4. How can I prepare for an unexpected event?

- Take the appropriate **Business Continuity training on GOLD** so that you understand the role you may play during an incident – [Manager's course](#) and [Staff course](#).
- Take part in the [free Business Continuity Awareness Week sessions](#) – to help you learn more about being resilient.
- Be aware of how you can access your Service area's business continuity plan and input to it as required.

5. What do I do if I have more questions about business continuity?

- In the first instance speak to your [Service's Business Continuity Champion](#)
- Visit our [Business Continuity pages on Connect](#) for more details
- You can email specific enquiries to businesscontinuity@glasgow.gov.uk
- Visit our [#Safe Glasgow pages on Connect](#) - these include key information on staying safe online and when at work.