



Title: Business Continuity Procedures

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Approval Authority: University Council

Document Owner: Vice President for Academic Affairs

Review: The procedures are subject to a periodic review as per amendments of Business Continuity Policy

This document replaces the “Business Continuity Procedures GU PR44BUSC, Version 2”.

1. Purpose

The purpose of this document is to describe procedures of business continuity at Gulf University. It details principles to ensure the proactive approach of GU to various crisis situations. This document entails the strategic resilience framework to ensure the University business continuity without any crisis.

2. Scope

This policy applies to all academic and non-academic units, all Councils and Committees, all academic and administrative staff at Gulf university.

3. Acronyms

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| BCC | Business Continuity Committee |
| BQA | Education and Training Quality Authority |
| GU | Gulf University |
| HEC | Higher Education Council |
| HR | Human Resources |
| IT | Information Technology |

4. Definitions

Crisis: Crisis is any sudden event or series of events that seriously threatens or has the potential to threaten individuals, operations, assets, environment, or long-term prospects and reputation of Gulf University.

Risk: Risk indicates any future uncertainty about deviation from expected earnings or outcome.

Risk Assessment: Risk assessment is the combined effort of identifying and analyzing potential events that may negatively impact individuals, assets, and/or the environment at Gulf University; and making judgments "on the tolerability of the risk on the basis of a risk analysis" while considering the influencing factors.

Risk Management: Risk management is the process of identification, evaluation, and prioritization of risks followed by coordinated and economical application of resources to monitor and control the probability, or minimize the impact of unfortunate situations, or to maximize the realization of opportunities.

5. Procedures Details

5.1 Preamble:

- 5.1.1 The Business Continuity Committee (BCC) shall oversee the implementation of business continuity procedures.
- 5.1.2 The BCC shall assign tasks to work-teams of different academic and administrative units at the University to conduct risk assessment exercises and prepare risk recovery plans of their relevant units.
- 5.1.3 The concerned units shall be responsible for taking appropriate action ensuring non-disruption of the academic and administrative operations of the University in the event of anticipated and unanticipated risks.

5.2 Planning Stage

- 5.2.1 During the month of May of each academic year, BCC shall hold the meeting and discuss the requirement of risk assessment and management activities in the following areas: physical infrastructure, information technology and information sources, finance, staffing and learning resources.
- 5.2.2 The committee shall form teams to be assigned with the responsibility of conducting risk assessment and risk mitigation exercises.
- 5.2.3 Within 3-4 weeks of the first meeting, the BCC shall discuss the risk assessment exercise forms submitted by the teams in identified areas and shall provide feedback to identify sources and level of risk, and the justification.
- 5.2.4 Within 2 weeks after discussion, the teams shall finalize the outcome of risk assessment exercise and risk mitigation forms. The risk mitigation forms shall specify the action required to mitigate the level of risk in identified areas along with the financial resources.
- 5.2.5 Before the end of each academic year the concerned departments namely, IT, HR, Facilities and Purchasing, Finance, and Library shall prepare risk recovery plan for anticipated and unanticipated crisis.
- 5.2.6 During the month of November of the academic year, the BCC shall hold the meeting and repeat the steps mentioned in 5.2.1 to 5.2.4.
- 5.2.7 For the second cycle of the year, each responsible department/unit shall prepare the risk recovery plan and shall receive approval during the month of January.

5.3 Implementation Stage

- 5.3.1 During this stage, the assigned teams shall implement the risk recovery plan to deal with unanticipated crisis in physical infrastructure namely space, fire and safety, parking lot, rain, and electricity.
- 5.3.2 Head of the unit/department shall be responsible for monitoring and following up with the consistent implementation of preventive action to:

- reduce the effects of contingency situation,
- demonstrate preparedness of the concerned unit/department due to some crisis situation,
- prepare reactive strategy in order to minimize the impact of any anticipated or unanticipated exigency,
- recover from any loss or damage that occurred during the crisis situation.

5.3.3 Health and Safety team shall:

- conduct training, induction sessions,
- monitor fire and safety regulations,
- organize fire drill in coordination with Directorate of Civil Defense,
- monitor maintenance of electrical equipment and facilities like, elevators, air conditioners etc.,
- oversee the hygiene and cleanliness of the University premises including offices, classrooms, labs, prayer rooms, washrooms etc.,
- monitor the security and patrolling of the security staff to be vigilant on the unauthorized entry in the campus,
- monitor the hygiene and cleanliness of the cafeteria by conducting periodic inspection,
- monitor the provision of first aid facilities by the Infirmary,
- keep information of special need students to support them in case of emergency.

5.3.4 IT department shall:

- maintain the database, student records and information and communication services as per the IT maintenance plan,
- Recover data of IT and information sources from the cloud and physical back up in and outside the University,
- take necessary action such that the server contains relevant information which is systematically updated eliminating threat of data loss due to cybercrime.

5.3.5 The HR Department, in coordination with the academic departments, shall implement the risk recovery plan so that anticipated and unanticipated leave of academic staff shall not impact the delivery of the programs. In case of such exigency arising from faculty leave (temporary) or turnout, the student interest and welfare shall not be compromised, and academic department shall provide replacement staff to deliver the courses within the specialization either in-house or by recruiting new staff or part-time staff.

5.3.6 The HR Department shall start applying for HEC approval for the new staff joining at the beginning of the next academic year 3-4 months prior. This proactive approach shall provide the opportunity for the new staff to receive orientation and socialization before the start of teaching.

- 5.3.7 Finance Department shall implement the risk mitigation steps in identified sources of credit risk, operational risk, and liquidity risk such that financial constraints shall not impair the obligation of the University in terms of paying for the staff, resources, infrastructure and facilities, scholarly activities, activities, and events for the community and for the staff and students. Alternative sources of revenue generation shall be identified and implemented accordingly in the long run to ensure financial sustainability.
- 5.3.8 With regard to learning resources, the Librarian shall prepare and implement the risk recovery plan arising out of book acquisition not meeting user needs, lack of proper classification, copyright infringement, vulnerability of library resources to theft, collapse of shelving etc.
- 5.3.9 For any emergency situation, BCC shall conduct ad-hoc meeting(s) and prepare ad-hoc action plan(s) to tackle the situation without causing major disruption of the ongoing academic and administrative operations.

5.4 Follow-up Stage

- 5.4.1 Risk recovery plans shall be implemented, and the responsible teams shall report to the relevant line managers, who shall report to the Chair of the BCC.
- 5.4.2 The Chair of BCC shall finally report to the President of the University.
- 5.4.3 Respective Head of Units/Departments shall follow-up with the implementation and modify some actions if needed before the implementation for the next cycle.

6. Responsibilities

Academic and Administrative staff members are responsible for:

- appropriate implementation of this document.

Heads of Departments are responsible for:

- ensuring that all faculty members are fully informed of this document.
- appropriate implementation of this document.

Heads of Units, Centers and Chairs of Committees are responsible for:

- appropriate implementation of this document.

Managers of Administrative Departments are responsible for:

- ensuring that staff members are fully informed of this document.
- appropriate implementation of this document.

Deans are responsible for:

- appropriate implementation of this document.

Chief Operating Officer is responsible for:

- appropriate implementation of this document.

The Vice President for Academic Affairs is responsible for:

- appropriate implementation of this document.

University Policy Development and Review Committee is responsible for:

- systematic review of the effectiveness of this document.

7. Related Policies

- Business Continuity Policy
- All GU Policies

8. Related Procedures

- All GU Procedures

9. Related References and Standards

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| BQA | Institutional Review Handbook |
| BQA | National Qualifications Framework Handbook |
| BQA | Programs-within-College Reviews Handbook |