

Glasgow Kelvin College

Audit and Risk Meeting of 25 November 205

Business Continuity Update

Report by Director of Estates and Corporate Services

1. Introduction

The purpose of this report is to provide assurance to members of the Audit and Risk Committee that the College has a robust Business Continuity Plan in place and that it is regularly tested, i.e. normally twice per Academic Year.

Audit and Risk Committee members receive a report very two years on the Business Continuity Plan and related activities.

2. Business Continuity Plan (BCP)/Incident Management Team (IMT)

The Business Continuity Plan itself is contained within **Appendix 1** on the portal. This plan has been labelled “Not In The Public Domain” due to its content.

The following staff are members of the Incident Management Team (IMT):

Role	Name	Job Title
Leader	Claire Reid	Head of Facilities and Environmental Sustainability
Deputy Leader	Steven Young	Health and Safety Manager
Internal/External Communications and Media	Liz Breckenridge	Marketing and Communications Manager
Information Technology	Jason Quinn	Director of Digital and Information Services
Finance	Alan Carr	Head of Finance
Human Resources	Doreen Shiels	Director of People and Culture
Facilities/Property	Claire Reid	Head of Facilities and Environmental Sustainability
Curriculum	Peter Brown	Director of Faculty, Apprenticeships and Skills
Curriculum	Tracy Leavy	Director of Faculty and Community Engagement
IMT/SMT Support	Annette McKenna	Governance and Executive Support Manager
IMT/SMT Support	Morven Thomson	Cross College Support and Administration Manager
IMT/SMT Support	Roddy MacKenzie	Regulations and Compliance Manager

The Incident Management Team (along with other members of the Senior Leadership Team) aims to meet regularly to review the Business Continuity Plan to ensure that it is up to date and relevant to the College's operating environment. The opportunity is taken at this time to run a Tabletop Exercise to test the Business Continuity Plan.

Any appropriate developments in Business Continuity, such as new apps to assist in an incident and useful external training opportunities, are also discussed. A portfolio of Tabletop Exercises (TTX) is maintained to test both the BCP and the Incident Management Team/Senior Leadership Team's response to an incident. The most recent exercises have been:

- 28 May 2024 - Deranged Act – Protect UK's Exercise in a Box – Marauding Knife Attack. This exercise was used for the IMT/SLT to identify work that would need to be carried out in order for the College to be compliant with Martyn's Law
- 13 June 2025 - Deranged Act at Easterhouse Campus – the purpose of this exercise was to test the new arrangements put in place to manage a procedure and communications should the College ever have to be put into lockdown due to an attack.

A further TTX is being planned for early 2026, this will focus on evacuating a campus if a suspicious package is discovered.

Over the past two years, the College ICT team has successfully retained the certification for Cyber Essentials Plus, whilst also undertaking an independent network penetration test and two TTXs that were facilitated by our Higher Education and Further Education Shared Technology Information Services (HEFESTIS) partners.

Throughout the Academic Year, and as a feature of internal staff CPD events, cyber security presentations are provided to raise awareness and to keep staff informed of emerging cyber threats. Furthermore, simulated phishing campaigns are regularly undertaken with staff to benchmark the effectiveness of our staff training, which also compliments our online staff training module.

In the past year, a Statement of Intent to strengthen the connection between the three Glasgow colleges in relation to a collective cyber response has been signed. The document formalises a commitment among the three colleges to work together on cyber incident response, sharing information, resources, and expertise to strengthen their collective cyber resilience.

3. Business Continuity Plan

The upkeep of the Business Continuity is managed by the Cross College Support and Administration Manager under the direction of the Director of Estates and Corporate Services. Changes are made as follows:

- Annually to take note of any changes to external hirers or to reflect any changes to curriculum
- In line with any updates from our insurers, i.e. contact details, Cyber insurance etc. Cyber insurance has been renewed for 2025-26 at a cost of £27,085.40
- To reflect any changes required due to lessons learned flowing from the testing exercises.
- If updates are required by any members of the Incident Management Team, i.e. severe weather plan, communications templates etc.
- In the event of any personnel changes within the College

There have also been changes made to the Plan in the past two years due to:

- Disposal of our West End Campus
- Actions carried out regarding Martyn's Law
- Dissolution of Glasgow Colleges Regional Board
- Changes in IMT/SLT membership

Members of the SLT/IMT are issued with hard copies of the Business Continuity Plan on a regular basis, the most up to date version is also shared electronically via the following Microsoft Teams:

- Senior Leadership Team
- Incident Management Team
- Administration and Secretariat Team Leaders

There will be an Internal Audit of the College's Business Continuity Planning and Disaster Recovery in March 2026; this will be carried out by Wbg Services with the finalised report going to the May 2026 meeting of the Audit and Risk Committee.

4. Martyn's Law – AG Lockdown

There has been a plethora of meetings, exercises and work in relation to Martyn's Law conducted over the last 18 months. This work has been carried out across the College at all campus locations resulting in various systems and processes being implemented. This has been fully discussed at Risk Management Committee and regular updates have been provided to the Audit and Risk Committee.

The Terrorism (Protection of Premises) Act, commonly known as Martyn's Law, will impose a legal duty on public premises and events to take steps to reduce the likelihood of physical harm in the event of a terrorist attack. It was officially enacted on 03 April 2025 and will become law in 2027.

The regulator for the law will be the Security Industry Authority (SIA)

Further Education Colleges are identified as Standard Tier which means that the College is obliged to:

1. Notify the Security Industry Authority (SIA) about the premises they are responsible for.
2. To ensure that, as far as is reasonably practicable, appropriate public protection procedures are in place at the premises.

After an introduction from our insurers UMAL, we engaged the services of a company called AG Lockdown who specialises in the management of such events. The cost for this system is £5,000 per annum. We have implemented the requirements of this Act earlier than required.

Following on from suggestions from the aforementioned tabletop exercises, the College has focussed on the management of lockdown/invacuation and the communications involved.

In the unlikely event of an incident on campus, which could be considered a threat to life, AG Lockdown would:

- Send out a LOCKDOWN message to smartboards, staff laptops and to registered phones.
- Contact the emergency services.
- Call the members of the College Senior Leadership Team to begin coordination via a conference call.
- Maintain a record of the event and communications, this information would be shared with Senior Leadership team once the event was over.

A presentation has been prepared and circulated to College managers for further sharing with their staff to make them aware of the procedures that are in place. The Cross College Support and Administration Manager has delivered individual sessions to various Teams across the College in relation to the systems and processes implemented by the College.

This presentation will also be delivered in two sessions during Staff Development Day on 26 November 2025, by the Cross College Support and Administration Manager. It is intended that Tony Foote from AG Lockdown will be present on that day to run a live demonstration of the software so that staff can see how it will operate in practice.

Flowcharts outlining the College's lockdown procedure can be viewed at **Appendix 2** available on the portal. This procedure has been labelled "Not In The Public Domain" due to its content.

5. Resource Implications

There are currently no additional resource implications involved in maintaining and practicing using the Business Continuity Plan. The costs involved in cyber insurance cover and AG Lockdown Services in relation to Martyn's Law are a total of circa £32,000 as detailed within this report.

6. Impact on Students

The Business Continuity Plan helps ensure that the College can continue offering classes and educational services during disruptions. In addition, the BCP outlines safety measures to protect students during emergencies.

7. Equality Impact

No adverse impacts on individuals with protected characteristics have been identified as a consequence of this report.

8. Risk and Assurance

Risk to the College is mitigated by ensuring that there is an awareness and good understanding of the College's Business Continuity Plan. Lessons learned from events that happen within the College, or which unfold during a TTX, are recorded on a Lessons Learned log as per an audit suggestion. The Business Continuity Plan is thereafter adjusted accordingly, if required.

9. Data Protection

There are no data protection implications arising as a consequence of this report. The regular exercises conducted means that gaps can be closed and the College data further protected.

10. Environmental and Sustainability

There are no environmental and sustainability issues as a consequence of this report.

11. Recommendations

It is recommended that members:

- i) note the contents of this report and its appendices.

12. Further Information

Further information can be obtained from Lisa Clark, Director of Estates and Corporate Services on lisaclark@glasgowkelvin.ac.uk

Lisa Clark
Director of Estates and Corporate Services
November 2025