



Gangmasters &
Labour Abuse Authority

Business Continuity Policy

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Business Continuity Policy

1. Purpose of the Policy

- 1.1 The purpose of this policy is to define the objectives and principles within which the GLAA will operate its business continuity arrangements. This will allow the GLAA to provide an effective response to business disruptions and external emergencies from fires and floods to less visible threats such as a computer system failure or adverse publicity leading to reputational damage.
- 1.2 Business continuity management is the process through which the organisation aims to maintain the delivery of its statutory functions and key services following a disruption to business and to affect recovery afterwards.
- 1.3 A business continuity event can be anything that has the potential to disrupt normal service delivery but essentially all such events will cause either a loss of resource (e.g. buildings, people or equipment etc.) or an increase in demand or possibly both. The cause of the problem is immaterial as the organisation will have to respond to the event potentially with limited or no resources.
- 1.4 The risk register provides an analysis of the risks that will impact on the GLAA and could lead to the business continuity plan being put in to action. These are reviewed regularly by the Executive and the GLAA Board.

2. Scope

- 2.1 The business continuity requirements set out in this policy are intended to ensure that the GLAA can continue to deliver its critical activities in the event of a disruption. The policy applies to all departments and business areas.
- 2.2 This policy also applies to the management of the supply chain including outsourced contractors, and those providing services to the GLAA. It requires those responsible for negotiating and managing contracts to ensure appropriate, effective and agreed business continuity measures are included in contracts and Service Level Agreements, so that service providers are able to deliver acceptable levels of service following a disruption to either the supplier or the GLAA.
- 2.3 Although they may be referenced, this policy does not cover:
 - Immediate personnel and incident management command and control response to fire, flood, bomb, criminal, or other building counter-terrorist or security threats. This is documented in separate incident management policies and plans for the building.
 - Disaster recovery planning for key Information Communications Technology (ICT) systems.

3. GLAA Priorities

3.1 The GLAA's critical activities are:

- Licensing of the GLAA regulated sector (including compliance)
- Investigation and enforcement of the Gangmasters Licensing Act 2004
- Investigation of the offences arising from National Minimum Wages Act 1998, offences under s1 or s2 of the Modern Slavery Act 2015 (in relation to labour exploitation only) and offences arising from the Employment Agencies Act 1973 except (except s9(4)(b) – obstruction).
- Intelligence gathering.

3.2 The GLAA's corporate functions will also be required to operate during incidents lasting for a substantial period of time to ensure that staff are able to work safely and receive pay etc.

3.3 The GLAA's critical activities will be reviewed annually to ensure that they meet the wider priorities set by government.

4. Business Continuity Principles

4.1 The GLAA business continuity plan will embody the following principles:

- **Clear governance and leadership** – the plan will identify roles and responsibilities.
- **Regular planning and preparation** – the plan will be focused on the effects of an incident or disruption rather than planning for the cause.
- **Regular exercise and maintenance of the plan** – the plan will be exercised on an annual basis and will be followed up by a lesson learnt exercise and report which should lead to the plan being updated.
- **Incident management and escalation** – all major incidents or disruptions will be managed using the process in the plan.
- **Assurance** – the Board will be provided with written assurance confirming that the GLAA can meet its critical activities and priorities in the event of a threat or disruption.
- **Training and Awareness** – The GLAA will maintain a culture of awareness through communication with staff at induction, training events and internal communication tools. Key personnel who will have responsibility for aspects of the plan will receive training and awareness.

- **Succession Planning** – The GLAA business units to put in place systems to ensure that any loss of staff does not impact on business.
- **Audit and Risk management**– the GLAA will develop a process to ensure that staff have read and understood the plan. The GLAA will also identify key business risks and ensure that mitigation is in place.

5. Background Papers and Relevant Published Documents

5.1 The Business Continuity Plan

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