**თბილისის ჰუმანიტარული სასწავლო უნივერსიტეტი**
**TBILISI HUMANITARIAN TEACHING UNIVERSITY**

## Business Continuity Plan

|  | Revision # | Date |
|---|---|---|
| Approved by: |  |  |
| Description of Change:* |  |  |

Tbilisi - 2019

## 5. Description of Change

| # | Revision # and date | History of changes | |
|---|---|---|---|
| | | Chapter or part where the changes took place | Description of changes in detail and indicating the appendixes |
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# 1. Introduction – THU Business Continuity Plan

Tbilisi Humanitarian Teaching University (Later-University) Business Continuity Plan represents one of the strategies of easing possible risks in University functioning process. Business Continuity Plan implies providing organization work in continuous level while arising unexpected or emergency situations.

University Business Continuity Plan elaborating process included identifying main processes of business and making plan for decreasing risks with identifying appropriate implementing structures/persons.

Business Continuity Plan is oriented on three main directions:
1. Study, Teach and Research – All programs and services which directly connects with academic work of university.
2. Business activity supporting operations – work which is essential for business activity, property safety and organization potency of financial assurance.
3. Safety – Building safety and safe environment protection for all faculty students, employees, society around.

Business Continuity Plan is elaborated by four main components:
1. Business Impact Analysis – This component determines main business processes, maximum limit of "waste period" duration.
2. Risk Assessment – This second element determines concrete danger in the institution, determines "risk quality" which connects with every potential occurrence.
3. Risk Management – This component investigates results of risk assessment, determines which risks require specific management implementation and establishes written, publicly spread, accessible plan that reflects requirements/activities for recovery of business process which should be implemented for decreasing loss if the fact of hindering happens.
4. Checking and coordination – Final component determines THU methodology to constantly test event fulfillment and to coordinate work.
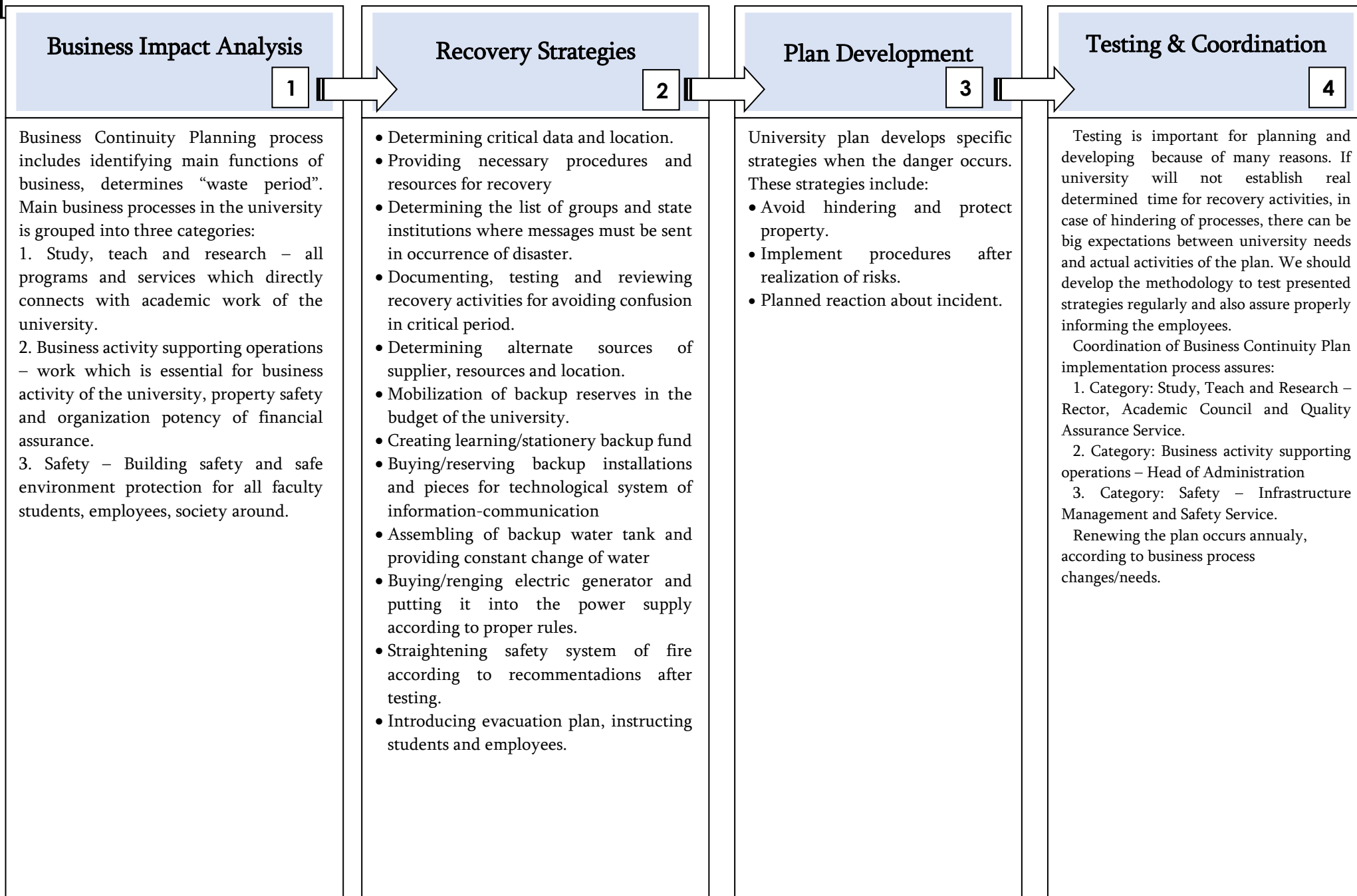
Accordingly, presented plan is used for providing business continuity of university, efficient supervision and management.

| Business Impact Analysis 1 | Recovery Strategies 2 | Plan Development 3 | Testing & Coordination 4 |
|---|---|---|---|
| Business Continuity Planning process includes identifying main functions of business, determines "waste period". Main business processes in the university is grouped into three categories:<br>1. Study, teach and research – all programs and services which directly connects with academic work of the university.<br>2. Business activity supporting operations – work which is essential for business activity of the university, property safety and organization potency of financial assurance.<br>3. Safety – Building safety and safe environment protection for all faculty students, employees, society around. | • Determining critical data and location.<br>• Providing necessary procedures and resources for recovery<br>• Determining the list of groups and state institutions where messages must be sent in occurrence of disaster.<br>• Documenting, testing and reviewing recovery activities for avoiding confusion in critical period.<br>• Determining alternate sources of supplier, resources and location.<br>• Mobilization of backup reserves in the budget of the university.<br>• Creating learning/stationery backup fund<br>• Buying/reserving backup installations and pieces for technological system of information-communication<br>• Assembling of backup water tank and providing constant change of water<br>• Buying/renging electric generator and putting it into the power supply according to proper rules.<br>• Straightening safety system of fire according to recommentadions after testing.<br>• Introducing evacuation plan, instructing students and employees. | University plan develops specific strategies when the danger occurs. These strategies include:<br>• Avoid hindering and protect property.<br>• Implement procedures after realization of risks.<br>• Planned reaction about incident. | Testing is important for planning and developing because of many reasons. If university will not establish real determined time for recovery activities, in case of hindering of processes, there can be big expectations between university needs and actual activities of the plan. We should develop the methodology to test presented strategies regularly and also assure properly informing the employees.<br>Coordination of Business Continuity Plan implementation process assures:<br>1. Category: Study, Teach and Research – Rector, Academic Council and Quality Assurance Service.<br>2. Category: Business activity supporting operations – Head of Administration<br>3. Category: Safety – Infrastructure Management and Safety Service.<br>Renewing the plan occurs annualy, according to business process changes/needs. |

# 3. Crucial structures/employees that have essential role in implementing Business Continuity Plan

| Service | Name and surname | Mobile number |
|---|---|---|
| Rector | Valentina Sakvarelidze | 599 540 350 |
| Head of Administration | Valerian Mukhigulashvili | 579 540 004 |
| Vice-rector | Nino Dzneladze | 599 587448 |
| Head of Library | Nana Barnabishvili | 599 973 906 |
| Infrastructure Management Service | Leon Jikia | 579 540 044 |
| Information Technologies Service | Kakha Ghonghadze | 577 742 537 |
| Public Relations Service | Nana Bichenovi | 597 540 096 |
| Faculty of Medicine | Ilona Sakvarelidze | 579 540 005 |
| Faculty of Humanities | Irma Barbaqadze | 595 775 372 |
| Faculty of Economics and Business | Nona Gelitashvili | 557 260 655 |
| Faculty of Law | Lika Chiglashvili | 577 778 024 |
| Quality Assurance Service | Elene Kakabadze | 555 377 784 |

# 4. Main Risks/Risk Assessment

| Risk | Probability of the Occurrence (high, medium, low) | Impact on University Process (high, medium, low) | Impact on Students (high, medium, low) |
|---|---|---|---|
| **Communal Service ceasing (electric energy, heating, air conditioning, water)** | | | |
| Electric energy | low | medium | medium |
| Heating | low | medium | medium |
| Air Conditioning | low | medium | low |
| Water | | | |
| Technical | low | medium | medium |
| Drinking | medium | medium | medium |
| **Telephone/Internet Service ceasing** | | | |
| Telephone services | medium | medium | low |
| Internet service | low | high | high |
| **Basic installations/technical equipment shortage** | | | |
| Basic installations | low | high | high |
| Technical equipment | low | high | high |
| **Informative Resources** | | | |
| Basic Program Providing absence (server/website) | low | high | medium |
| Data inaccessibility/destruction | low | high | high |
| **Lack of Income** | | | |
| Lack of learning fees | medium | high | medium |
| Grant/financing/ Project shortage | medium | medium | low |
| **Violation of Contract** | | | |
| Technical service | low | high | medium |
| Educational service | low | high | high |
| **Fines and surcharges** | | | |
| Administrative | low | high | medium |
| Tax fines | low | high | medium |

| | | | |
|---|---|---|---|
| Other | low | high | medium |
| Fees | low | high | low |
| **Other Financial Issues** | | | |
| Legal Disputes | medium | high | low |
| Unforeseen Expenses | medium | medium | medium |
| **Technical installations/equipments/other inventory substitution expenses** | | | |
| Technical providing | medium | high | medium |
| Program providing | medium | high | high |
| Office inventory | medium | high | low |
| **Authorization/Accreditation** | | | |
| Accreditation | low | high | high |
| Authorization | low | high | high |
| **Student Contingent reduction** | | | |
| Reduced Enrolling | medium | high | medium |
| Student Mobility in other University | medium | high | medium |
| **Reputation and trust reduction** | | | |
| Trust loss | low | high | high |
| Negative Responses | medium | high | high |
| **Employee absence (in case of hiring, suspending working relations, unforeseen situations)** | | | |
| Academic | low | high | high |
| Invited | low | medium | high |
| Basic Administrative | low | high | medium |
| Other Administrative | low | medium | low |
| **Destruction of Basic Materials and Data/Impossibility of finding** | | | |
| Archive | low | high | medium |
| Current Documentation | low | high | high |
| **Losing/destroying equipment, teaching-laboratory supplies, research models** | | | |
| Teaching auditoriums | low | low | medium |
| Computer laboratories | low | low | medium |
| Administrative building | low | high | medium |
| Teaching building | low | high | high |
| Library | low | high | high |
| Specialized laboratories | low | high | high |
| Research materials | low | high | medium |

# 5. Risk management – Preventing/Recovery actions and responsible units

## 5.1. Study, Teach and Research
All programs and services which directly connects with academic work of university.

| Specific activities and actions for managing risks | | | | | |
|---|---|---|---|---|---|
| Risk | Preventive action | Waste Period | Responsible Unit/Person | Action | Evaluation |
| **Cancel or not receive Authorization/Accreditation** | | | | | |
| Cancel or not receive authorization | Correspondence with standards | 1 year | Rector, Quality Assurance Service | Fulfill the recommendations of external evaluation of the authorization; make requisition for authorization; move students by mobility rule. | Rector |
| Cancel or not receive accreditation | Correspondence with standards | 1year | Quality Assurance Service, Head of the Program, Deans | Fulfill the recommendations received after accreditation process, renew program package, student mobility. | Rector |
| **Losing/destroying equipment, teaching-laboratory supplies, research models** | | | | | |
| Teaching auditoriums | Testing weekly | 1 day | Infrastructure Management Service; Information Technologies Service; Dean | Providing readiness/ availability of the teaching auditoriums | Head of Administration, Dean |
| Computer class | Testing weekly | 1 day | Infrastructure Management Service; Information Technologies Service; Dean | Providing readiness/ availability of the computer class | Head of Administration, Dean |
| Basic teaching building | Testing in every 7 years | 4 days | Infrastructure Management Service; Head of Administration, Administration office | Providing readiness/availability of the building | Rector |
| Library | Testing monthly | 1 day | Infrastructure Management Service; Head of Administration | Providing readiness/availability of he library | Rector |

| | | | | | |
|---|---|---|---|---|---|
| Specialized laboratories | Testing monthly | 4 days | Infrastructure Management Service; Dean | Providing readiness/availability of the laboratories | Head of Administration, Dean |
| Legal and Dental clinics | Testing monthly | 4 days | Infrastructure Management Service; Dean | Providing readiness/availability of the clinics | Head of Administration, Dean |
| Teaching-Laboratory research expenses, materials | Testing in every semester | 1week | Head of Administration | Renewing/buying new | Rector |
| **Destruction of Basic Materials and Data/Impossibility of finding** | | | | | |
| Archive | Testing physical state | 5 days | Chancellery, Human Resources Management Service, Infrastructure Management Service | Recovery | Head of Administration |
| Current Documents | Protection of proceedings rule, distributing thematic files, providing safety | 2 days | Chancellery, Human Resources Management Service | Recovery/preparing new ones | Head of Administration |
| **Violation of Contract** | | | | | |
| Technical service | Constant communication | 3 months | Head of Administration, Human Resources Management Service | Finding additional resources | Head of Administration |
| Educational service | Constant communication | 2 weeks | Study Process Management Service, Human Resources Management Service | Finding additional resources | Rector |

## 5.2. Business activity supporting operations

Work which is essential for business activity of the university, property safety and organization potency of financial assurance.

| Specific activities and actions for managing risks | | | | | |
|---|---|---|---|---|---|
| Risk | Preventive actions | Waste period | Responsible unit/person | Action | Evaluation |
| Communal Service ceasing (electric energy, heating, air conditioning, water) | | | | | |
| Electric energy | Testing wires of electric energy in the University area in every 5 years | 1 day | Infrastructure Management Service | Providing electric energy independently, generator which works on diesel | Head of Administration |
| Heating | Testing heating system annually | 1 day | Infrastructure Management Service | Providing heating | Head of Administration |
| Air conditioning | Testing air conditioning system annually | 2 days | Infrastructure Management Service | Providing air conditioning | Head of Administration |
| Water | | | | | |
| Drinking | Testing pipes in the University area in every 3 months | 1 day | Infrastructure Management Service | Providing water supply independently | Head of Administration |
| Technical | Testing water supply monthly | 1 week | Infrastructure Management Service | Providing water supply independently | Head of Administration |
| Telephone/Internet Service ceasing | | | | | |
| Telephone services | Testing in every semester | 2 days | Infrastructure Management Service | Accessibility of telephone service | Head of Administration |
| Internet service | Daily monitoring | 24 hour | Information Technologies Service | Accessibility of internet service | Head of Administration |
| Basic installations/technical equipment shortage | | | | | |
| Basic installations | Updates, Anti virus | 24 hours | Information Technologies Service | Backup installations | Head of Administration |
| Technical providing (Hardware) | Constant cleaning, conditioning | 24 hours | Information Technologies Service | Backup installations | Head of Administration |

## Specific activities and actions for managing risks

| Risk | Preventive actions | Waste period | Responsible unit/person | Action | Evaluation |
|------|-------------------|--------------|------------------------|--------|------------|
| **Informative Resources** | | | | | |
| Basic Program Providing absence (server/website) | Weekly monitoring | 24 hours | Information Technologies Service | Verbal report and action according to the obligations of the contract | Head of Administration |
| Data accessibility/ destruction | Weekly monitoring | 1 week | Information Technologies Service | Verbal report and action according to the obligations of the contract | Head of Administration |
| **Fines and surcharges** | | | | | |
| Administrative | Strengthening control over fulfilled works | 3 days | Head of Administration, Accounting Office | Finding additional resources | Rector, Founding Assembly |
| Tax fines | Consults with audiences | 8 months | Head of Administration, Accounting Office | Finding additional resources | Rector, Founding Assembly |
| Fees | Using efficient mechanisms | 1 week | Head of Administration, Accounting Office | Finding additional resources | Rector, Founding Assembly |
| **Lack of income** | | | | | |
| Lack of learning fees | Constant monitoring of paying procedures | 1 month | Head of Administration, Accounting Office | Finding additional resources | Rector, Founding Assembly |
| Lack of income from contractors | Regular contacts | 1 year | Head of Administration, Accounting Office | Finding additional resources | Rector, Founding Assembly |
| Grant/financing/project shortage | Increasing number of projects | 1 year | Head of Administration, Accounting Office | Finding additional resources | Rector, Founding Assembly |

| | Specific activities and actions for managing risks | | | | | |
|---|---|---|---|---|---|---|
| | Risk | Preventive actions | Waste period | Responsible unit/person | Action | Evaluation |
| **Technical installations/equipments/other inventory substitution expenses** | | | | | | |
| | Technical providing | UPS, Air conditioning, testing in every semester | weeks | Head of Administration, Accounting Office | Finding additional resources | Rector, Founding Assembly |
| | Program providing | Updates, anti virus | weeks | Head of Administration, Accounting Office | Finding additional resources | Rector, Founding Assembly |
| | Office inventory | Testing in every semester | weeks | Head of Administration, Accounting Office | Finding additional resources | Rector, Founding Assembly |
| | | | | | | |
| | Legal disputes | Accomplishing of duty properly and in time | weeks | Legal service, Rector | Act accordingly | Rector |
| | | | | | | |
| Unforeseen expenses | | - | 1 month | Head of Administration | Act accordingly | Rector |
| Reduces enrolling | | Market research, PR activities, program update, attracting qualified human resources | 1 semester | Quality Assurance Service, Head of the Program, Deans | PR activities, program evaluation, situation analysis, improvement | Rector |

## 5.3. Safety

Building safety and safe environment protection for all faculty students, employees, society around.

| Hotline phone numbers | |
|---|---|
| Police | 112 |
| Emergency | 112 |
| Emergency Management Service | 112 |
| Emergency Situations Service | 112 ან 241 44 54 |
| „Tbilisi water" | 2 931 111 ან 112 |
| „Telasi" | 2 779 999/3 |
| Sanitary Service | 2 454 546, 2 450 210, 597 898 984 |
| Tbilisi City Hall | 2 722 222 |
| National Center for Educational Quality Enhancement | 2 200 220, 577 243 753 |
| Ministry of Education, Science, Culture and Sport of Georgia | 2 200 220 |

**Specific activities and actions during managing fire, special and extreme situations**

Special situations

University functions according to N47/02 statement "About approving mechanisms provided against fire and other safety issues in Tbilisi Humanitarian University " established in 11 May of 2013 by THU Rector. University establishes emergency headquarter for providing in-time and efficient reactions about extraordinary situations which assists softening and liquidating the results, providing coordinated actions by relevant persons.

There, in the Emergency Headquarters, is united:

A) Units/persons that are responsible for react against fire;

B) Person who is responsible for reaction on radiation;

C) Person who is responsible for material-technical providing;

D) Person-doctor who is responsible for medical react in case of extraordinary situation.

The function of  head of the  Emergency Headquarter is to organize the safety team which provides messages, coordinates evacuation activities, elaborates plan for the safety of employees and avoid material loss, takes measures against fire and assures maximum mobilization during the fire.

Head of the Emergency Headquarter is directly responsible for evacuation and messages.

Head of the Emergency Headquarter is obliged:

A) To elaborate react-plan on extraordinary situations and activate it in proper situation.

B) To collect the emergency headquarter in time in case of extraordinary situation, assign functions, establish volunteer team, equip them with proper inventory and prepare them for actions.

C) To organize and lead evacuation process, determine evacuation route.

D) Plan events for material-technical providing.

Fire

| Risk | Preventive activities | Waste period | Responsible unit/person | Action | Evaluation |
|---|---|---|---|---|---|
| Fire | Protecting rules of fire safety<br><br>Placing fire extinguisher | - | Infrastructure Management Service | Control over protecting fire safety rules; control over placing and renewing fire extinguishers | Head of Administration |

## Activities during fire

- If there is fire or smoke in the equipment determine its level and take the proper measures.
- If there is a small fire (e.g. one part of the computer or cable is flamed), if you notice a fire, firstly, turn off the light, go in the hall to take the fire extinguisher and tell the colegue or student which you see first to turn off the electricity from the central board and message the security officer, go back and extinguish the fire with fire-extinguisher. The fire-extinguisher is on the wall of the university in every 20 meters.
- Do not use water to extinguish the flame on the electric-wiring and electric equipment, this may cause damage with electricity.
- Do not open the window.
- If it is needed protect yourself from smoke – put on the coat.
- Cover the mouth and nose with wet tissue.

## Instruction in case of large fire or disaster

If the fire is not controllable call 112. If you don't have mobile with you or you can't call with different reason – immediately message the security officer and that officer will message the person who is responsible for fire safety and will call 112.
Immediately message the administration of the university – empty the territory.
Special team organizes the process of emptying the building which is depended on the statement of the rector.

## Large fire at night

Security officer acts according to following procedures:
Calls 112
Calls the person who is responsible for fire safety
Calls high level management
After receiving information:
The person who is responsible for fire safety imeddiately comes to the university
Representatives from the high level management come to the university
After extinguishing fire:
In any extraordinary situation, safety of the people and system of the informative technologies is the priority. If it is possible, the person who is responsible for the informative technologies should stay until the fire brigade arrives and as far as possible assure protection of the system
In case of large fire, when the building is damaged, you should immediately message the administration anytime in daytime and leave the building.

## Extreme situations

## Instruction in case of earthquake

If the earthquake starts, do not panic others and firstly yourself;
If the earthquake is weak, do not be frightened, stay where you are;
If the earthquake is strong (5 degree or more) and you are on the second floor of the building or upper, do not try to leave the building.
Do not use the elevator.
Stand in the safe place, far from the windows and heavy furniture, for example, in the door ditch, leaning column.

| |
|---|
| Get under the table, it will protect you from ruins. |
| Be ready for repetitive quakes. |
| **Instruction in case of storm or flood:** |
| During the flood or storm, if you are in the building do not leave. Do not panic. Do not leave the building without special message. |
| In case of disaster the priority is saving people, taking care, so the employees who work in the med station fulfill the functions in extraordinary conditions. |

## 6. Contact list for urgent messages

| Service | Name and surname | Mobile number | Home number | Address |
|---|---|---|---|---|
| Rector | Valentina Sakvarelidze | 599 540 350 | | |
| Head of Administration | Valerian Mukhigulashvili | 579 540 004 | | |
| Vice Rector | Nino Dzneladze | 599 587448 | | |
| Head of Library | Nana Barnabishvili | 599 973 906 | | |
| Infrastructure Management Service | Leon Jikia | 579 540 044 | | |
| Information Technologies Service | Kakha Ghonghadze | 577 742 537 | | |
| Study Process Management Service | Nana Bichenovi | 597 540 096 | | |
| Faculty of Medicine | Ilona Sakvarelidze | 579 540 005 | | |
| Faculty of Humanities | Irma Barbaqadze | 595 775 372 | | |
| Faculty of Economics and Business | Nona Gelitashvili | 557 260 655 | | |
| Faculty of law | Lika Chiglashvili | 577 778 024 | | |
| Quality Assurance Service | Elene Kakabadze | 555 377 784 | | |