



**Policy Title:** Business Continuity Planning  
**Adopted by:** Executive Leadership Team (ELT)  
**Effective Date:** July 15, 2014  
**Last Updated:** February 6, 2024  
**Responsible Service(s):** Emergency Management and Business Continuity

**1. PURPOSE**

1.1. *The purpose of this administration policy is to:*

- a. Develop a business continuity program that allows The City to continue providing services during an emergency event; and
- b. Through continuity of service, prevent losses to the health, safety, and the economic well-being of the community.

**2. POLICY STATEMENT**

2.1. The City will plan for continued services relating to the health, safety, and economic well-being of the community during disruptions caused by emergencies.

**3. DEFINITIONS**

3.1. *In this Administration policy:*

- a. **“Business Continuity”** means an ongoing process supported by senior management and adequately funded to ensure that the necessary steps are taken to identify the impact of potential losses and maintain viable recovery strategies and recovery plans for the continuity of services and operations, or continuity of government, following a disruptive event;
- b. **“Business Continuity Coordinator”** means an individual designated by each business unit that act as a representative of business continuity planning to the Corporation for that business unit;
- c. **“Business Continuity Plan”** means a set of administrative guidelines, instructions, and procedures which enable a business unit to continue providing essential services during disruptions;
- d. **“Corporate Business Continuity Framework”** means components from business continuity best practices which must be included in business continuity planning;
- e. **“Disruption:** means an event that causes the cancellation or scaling back of corporate service delivery;
- f. **“Emergency”** means an urgent event that calls for immediate action to mitigate risk to life, property or the environment;

- g. **“Emergency Management”** means the management of emergencies concerning all hazards, including all activities and risk management measures related to prevention and mitigation, preparedness, response and recovery;
- h. **“Emergency Management & Community Safety”** means a business unit within The City of Calgary that manages this policy and monitors compliance;
- i. **“Employee”** means any person employed by The City and reporting to a City of Calgary business unit, department, the City Manager’s Office, the City Auditor’s office, the Calgary Housing Company and the Calgary Police Service, including those working under an employment contract with The City; and
- j. **“Optimization Services”** means a division within Emergency Management & Community Safety that manages several aspects of corporate business continuity planning.

#### **4. APPLICABILITY**

- 4.1. This policy applies to all City of Calgary employees except employees of the Calgary Police Service and Calgary Housing Company.

#### **5. LEGISLATIVE AUTHORITY**

5.1. *This Policy conforms to:*

- a. The Emergency Management provisions in the Alberta Emergency Management Act R.S.A. 2000 c. E-6.8;
- b. The Local Authority Emergency Management Regulation 203/2018 (Alberta); and
- c. The City of Calgary Emergency Management Bylaw 25M2002.

#### **6. ROLES AND RESPONSIBILITIES**

6.1. Employees are responsible for participating in business continuity plan development and testing, as required.

6.2. *Business Continuity Coordinators are responsible for:*

- a. Attending business continuity training and meetings;
- b. Collaborating with subject matter experts and corporate partners to identify essential business unit services, risks to service delivery, and strategies and mitigation measures to address the identified risks;
- c. Updating business continuity plans at least once per year to address changes in risks and practices, through consultation with leaders and subject matter experts;
- d. Ensuring employees with specific roles within the Business Continuity Plans receive training on their role; and

- e. Coordinating exercises based on the plan at least once per year.

6.3. *Directors are responsible for:*

- a. Appointing a primary and alternate business continuity coordinator for the business unit;
- b. Ensuring business continuity plans follow the Corporate Business Continuity Framework;
- c. Ensuring business continuity plans are tested or exercised at least once per year;
- d. Approving updates to the business continuity plans for their business unit at least once per year; and
- e. Annual reporting to Emergency Management & Community Safety regarding compliance with this policy.

6.4. *Emergency Management and Community Safety, Optimization Services is responsible for:*

- a. Developing and maintaining the Corporate Business Continuity Framework;
- b. Providing advice, tools and training to assist business units in adhering to the framework; and
- c. Convening regular meetings of Business Continuity Coordinators to communicate and administer the Business Continuity Framework.

6.5. *Emergency Management & Community Safety is responsible for:*

- a. Monitoring the compliance of business units to this policy; and
- b. Reporting to Council and Executive Leadership Team on the status of emergency preparedness, including business continuity.

**7. CONSEQUENCES OF NON-COMPLIANCE**

7.1. Employees who fail to adhere to this administration policy may be subject to disciplinary action in accordance with either the Labour Relations or Exempt Employee policies.

**8. HISTORY**

Policy Action	Date	Report Number	Description
Minor Revision	February 6, 2024	n/a	Incorporate realignment and process changes following audit.
Amendment	December 6, 2020	ELT2020-1342	Scheduled 2020 review and amendment, minor updates.

Amendment	October 3, 2017	ALT2017-1075	Scheduled 2017 review and amendment, minor updates.
New	July 15, 2014	ALT2014-0560	New Administration Policy