



## INTERNATIONAL EUROPEAN UNIVERSITY

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## CONTINGENCY PLAN

Chairman of the Academic Council of the  
International European University



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<i>CONTINGENCY PLAN</i> <i>International European University</i>	<i>PLAN</i>
	<i>Quality Management System</i> <i>ISO 9001:2015</i>

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## PREAMBLE

The International European University (hereinafter - IEU) strives to protect the dignity, rights and well-being of all participants in the educational process.

This contingency plan outlines essential measures to ensure the continuity of IEU's operations in the event of unexpected disruptions. The plan addresses potential scenarios and provides clear response strategies to safeguard our educational mission, protect staff and students, and maintain operational stability.

This contingency plan ensures that IEU is well-prepared to protect its people, maintain educational delivery, and minimize disruptions to operations under unforeseen circumstances.

### 1. Risk Assessment and Scenarios

- War: Damage to campus facilities, disruption of classes and administrative functions. Mobilization of teaching or administrative staff or their death.
- Natural Disasters (e.g., earthquakes, floods): Damage to campus facilities, disruption of classes and administrative functions.
- Political or Civil Unrest: Security threats, possible closure of facilities, and interruption of academic schedules.
- Pandemics or Health Emergencies: Closure of physical facilities, need for remote learning and teleworking.
- Cybersecurity Threats: Data breaches or cyber-attacks compromising sensitive information and operational capabilities.
- Infrastructure Failure (e.g., power outages, IT failures): Temporary loss of critical resources and digital access.
- Leased Property Risk: Unanticipated changes in lease agreements, termination of lease, or rental price increases could disrupt campus operations.

### 2. Response Strategies

#### Communication Plan

- Designate the Crisis Management Team with key leaders across departments who will handle all communications and decision-making.
- Use multiple communication channels (email, SMS, WhatsApp, Telegram groups, etc) to update staff, students, and stakeholders promptly.
- Provide consistent, accurate, and transparent information on the nature of the crisis, response steps, and expected timelines.

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### **Operational Continuity**

- Ensure all courses have a digital backup plan for a seamless transition to online platforms if physical classes are disrupted.
- The Remote Work Policy will support staff in maintaining operations from home.
- Implement data backup procedures and alternative servers to prevent data loss and secure quick recovery in case of cyber or infrastructure failure.
- Develop a network of potential alternative locations to relocate operations if the lease is terminated or rental terms become unsustainable.

### **Security Measures**

- Collaborate with local authorities and increase security on campus in case of civil unrest or heightened risk.
- Provide adequate personal protective equipment and establish health checkpoints during pandemics.
- Enhance firewall protections, conduct regular system scans, and ensure staff is trained on phishing prevention and secure digital practices.

### **Resource Allocation**

- Allocate a contingency budget for emergency spending on repairs, equipment, or additional staffing needs.
- Maintain backup suppliers for essential resources like PPE, IT hardware, and facility maintenance services.
- Prepare facilities for rapid recovery, including backup power solutions and pre-arranged contracts with maintenance providers.

### **Student and Staff Support**

- Provide access to mental health resources and counseling for students and staff to manage stress and trauma during crises.
- Offer students academic leniency, such as deadline extensions or alternative assessment methods, during times of disruption.
- Train staff to manage workload shifts, use digital tools for remote work, and implement crisis response measures.

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### **Recovery and Review**

- Conduct an assessment of the crisis management and response effectiveness, including feedback from staff, students, and the Crisis Management Team.
- Implement facility repairs, reestablish on-site classes, and secure IT systems as soon as the crisis subsides.
- Update the contingency plan based on lessons learned and investing in improved infrastructure for future resilience.