



UN CLIMATE  
CHANGE  
CONFERENCE  
UK 2021

IN PARTNERSHIP WITH ITALY

# Business Readiness Guide

Summer 2021

GET  
READY  
GLASGOW

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The Get Ready Glasgow (GRG) guide is divided into user-friendly sections to allow easy access to specific information. You can find the most up-to-date information at [getreadyglasgow.com](https://getreadyglasgow.com)

Businesses can direct any questions via the web enquiry form at [getreadyglasgow.com](https://getreadyglasgow.com). There will also be a Get Ready Glasgow enquiry line launched after the summer that will be operational during business hours (09.00 – 17.00) and extended hours in the immediate run up to and during Conference Time.

# Welcome: Leader Of Glasgow City Council



**Councillor Susan Aitken**  
**Leader of Glasgow City Council**

This November Glasgow will host the United Nations Climate Change Conference, or as it's better known COP26.

COP26 is the biggest and most significant event our city is ever likely to stage, with some 200 world leaders gathering in our Dear Green Place to accelerate plans for a safer, cleaner and more just planet.

What an incredible legacy if the name of our city becomes synonymous with the moment the world changes path for the well-being and security of this and future generations.

COP26 also presents Glasgow with a huge opportunity for our citizens, our communities and our businesses. We're one of the world's most talked-about cities and are working to translate that profile into attracting the investment which is ready to embrace the new green economy.

And we have a responsibility that COP26 doesn't just happen to Glasgow but with our city and for our city.

So between now and November, throughout the two weeks of COP26 and beyond we will work to ensure that our businesses are fully aware of the impact that hosting an event of this scale will have

and of the opportunities which can emerge. Our 'Get Ready Glasgow' campaign, so successful during the 2014 Commonwealth Games and European Championships in 2018, is underway, providing businesses with the regularly updated information they require.

It will inform businesses of procurement opportunities, advice on sponsorship, becoming more sustainable and, of course, on business continuity throughout the event.

The campaign will also provide updates on traffic and travel, how we plan to keep the city moving before and during COP26, public events being staged during the event and any impacts on council services.

And as we work with event organisers and partners to deliver a safe and secure in-person event, Get Ready Glasgow will provide up-to-date public health advice and guidance.

As the weeks and months progress, through the site, business guide, dedicated events and our engagement teams, we will have many opportunities to share with businesses the information they need to ensure a COP26 which is successful for the planet – and our city.

We really do have an opportunity which makes us the envy of our global peers - to deliver for Glasgow and set us on a more modern and prosperous path. The prize is huge but we can only secure it together.



# COP26 President



**Alok Sharma**  
COP26 President

The science is clear. We know that human activity is changing our climate and threatening our future. To avoid the worst effects, the world needs to act.

Even as we continue to deal with the repercussions of the coronavirus pandemic, it is critical that we strive to recover cleaner, rebuild greener and restore our planet.

2021 is a pivotal year for climate. And this November, all eyes will be on Glasgow for the 26th Meeting of the UN Conference of Parties (COP26).



**IN PARTNERSHIP WITH ITALY**

Our vision for COP26 is clear: the world must ramp up momentum towards a zero-carbon economy.

We want countries to commit to significant further cuts to carbon emissions by 2030, and to reach net zero as soon as possible, agreeing a package that delivers the Paris Agreement and powers the UN climate process forward.

This is the moment where we must secure our path to global net zero by 2050 and double down on the action we take to address climate change in the next decade.

But a zero-carbon economy will not be delivered by governments alone. We need every sector and every part of society to get involved in this movement to net zero. And Glasgow will be a great place to do just that.

From getting two-thirds of its electricity from renewables, to striving to be the UK's first carbon neutral city by 2030, Glasgow is already one of the most sustainable places on earth.

We continue to work tirelessly with all our partners to deliver a safe, successful COP26 in Glasgow this November and we are working to be able to hold this in-person. Of course, as part of this work, ensuring the health of participants and the local community is of utmost importance.

We know hosting COP26 in Glasgow will have a positive impact on both the local and UK economy. And those attending the conference in Glasgow will provide welcome support for local business.

The conference is also a great opportunity for Glasgow's businesses to show how they are leading the way in our ambition to reach net zero by pledging to be cleaner and greener.

Together we can make COP26 a success.



# About the COP

The United Nations Climate Change Conference is the foremost global forum for discussions on climate change. The annual Conference of the Parties (COPs) are convened under the UN Framework Convention on Climate Change and serve as formal meetings of the Parties to the Convention.

COPs advance work on multi-lateral agreements, assess the progress of global efforts to limit global warming and provide a focus on a common way forward to tackle the realities of climate change.

Having grown steadily over the past two decades the conferences are now the largest meetings convened by the UN, and Heads of State and high-level government officials regularly attend as well as government delegates, representatives of civil society, intergovernmental organisations (IGOs), non-governmental organisations (NGOs) and international media.

We want to hold COP in person in a way that allows all the registered delegates to come together and participate in the negotiations on an equal footing. We continue to work towards that to meet the high ambitions for the summit and drive forward the urgent, coordinated global action we need to tackle climate change.

## COP26

The 26th Conference of the Parties is the most significant COP since the Paris Agreement was signed in 2015 as nations will be reviewing their emissions targets. Five years ago, world leaders committed to an historic agreement to tackle climate change. They agreed to keep global mean temperature rises well below 2 °C and to strive to limit the rise to 1.5 °C. COP26 will have the aim of ratifying the Paris Agreement.

Following postponement of the conference in 2020 due to COVID, COP26 will now run from 31 October – 12 November 2021 at the Scottish Event Campus (SEC).

COP26 was rescheduled by a year to November

2021 to allow time to deliver a successful summit while the world tackles the pandemic. The intent remains to hold the summit in person, whilst putting the health and wellbeing of local communities and delegations at the centre of decisions about how the event will take shape.

These vital climate talks will bring together heads of state, climate experts and campaigners, to agree coordinated action to tackle the climate emergency.

COP26 is the latest major event to be hosted in Glasgow, which has a proven track record as a world-class host of global sporting championships, cultural events and conferences. With the support of businesses and residents, we can help ensure the city is safe and ready to welcome visitors.

The Blue Zone, centred at the SEC, is where the main negotiations take place. The Green Zone, in the Glasgow Science Centre, is where civil society and businesses have their voices heard through events, exhibitions and workshops, promoting discussion, awareness and education among direct action groups in relation to fighting climate change. It is also an opportunity for the host country to showcase its innovative projects and technologies.

The Pre-COP is where views are exchanged on key political aspects of the upcoming conference and is being hosted in Milan, Italy.

Glasgow's focus for COP26 is on supporting and delivering a safe and successful event by keeping the city moving, supporting the appropriate public health measures and delivering a legacy for the city, as we look to build better lives in healthier neighbourhoods.

Together we can all help the city thrive throughout our moment in the spotlight, while prioritising the continued health and safety of one another and our visitors.

Much has been said internationally of the increasing significance of this global conference in the context

# About the COP

of recovery from the coronavirus pandemic. Glasgow's COVID recovery and addressing the climate emergency are inseparable and the city is prepared to embed climate change action into its recovery as we approach COP26.

**For more information:** [www.ukcop26.org](http://www.ukcop26.org)  
**Partners**

## **The United Nations (UN)**

The United Nations Framework Convention on Climate Change (UNFCCC) is the body responsible for this event and is working closely with the UK Government, the event organiser, to prepare and deliver COP26, with the support of other partners.

## **UK Government (hosts)**

The Cabinet Office is the strategic lead on the successful delivery of the event with several other government departments having a role including the Foreign, Commonwealth and Development Office (FCDO) who manage protocol arrangements for UK based international engagement events.

## **Glasgow City Council**

As host city, it is essential that Glasgow delivers a safe and successful Conference environment and experience for participants. It is equally essential that Glasgow continues to function as a city during Conference Time, with minimal disruption to our businesses and citizens.

The council, with partners, are working on plans to keep the city moving and open for business and ensure that front line services continue to be delivered. We are also working with partners to make sure there is robust legacy from hosting such a significant event.

The council is also responsible for co-ordinating the COP26 Volunteer Programme, given the city's well-established and active volunteering infrastructure that will provide a quality delegate experience and an unforgettable opportunity for the volunteers.

## **Police Scotland**

Police Scotland is the lead organisation for the policing elements of COP26. Police Scotland has started the detailed process of planning, with partners, for what will be a complex and challenging policing operation to support COP26 and to ensure a safe and secure event, both at the SEC island site and other COP related sites and venues.

Officers and staff are working with the council to support the delivery of external communication and engagement to ensure the people and businesses of Glasgow are able to plan ahead for any disruption, and to provide reassurance that communities out with the conference venue will be appropriately resourced during Conference Time.

The event presents some unique policing challenges, but Police Scotland has an enviable reputation and significant experience in policing major events.

## **Other partners**

There are many other partners and stakeholders involved in planning for the Conference including Transport Scotland, responsible for developing the COP26 transport plan, emergency services, transport providers and Glasgow Chamber of Commerce.

These organisations meet as part of multi-agency coordination groups and draw on a wealth of expertise and experience in their separate fields to plan, prepare and help deliver a safe and successful COP26.

## **City Operations**

Get Ready Glasgow is the campaign for all the work being carried out to keep the city functioning in the lead up to and during the Conference. Its aim is to make sure the city is safe and ready to welcome visitors.

Planning teams concentrating on city operations have been established in key areas to manage

# About the COP

the impact of the main COP conference and side events, in the surrounding areas; and what impact the events will have on the services that the council provides to businesses and residents in their day-to-day lives.

The Get Ready Glasgow Business Readiness Guide has been produced by Glasgow City Council, the UK Government, Police Scotland, Transport Scotland and Glasgow Chamber of Commerce to provide businesses located in and around the city with a steer towards the areas and issues that they should be planning for.

It also highlights the opportunities to get involved and be part of the wider climate change and sustainability agenda.

## COVID and COP26

### Contingency planning

COVID-19 continues to be closely monitored by all relevant agencies and, while it is too early to predict the course of the pandemic in November, we are continuing to work on the basis of COP26 being held in-person.

As hosts, we recognise how urgently the world must come together to agree on action to tackle climate change. We are working closely with our public health officials, Scottish Government, the UNFCCC and all our other partners on every possible COVID security measure to ensure such an in-person event and to enable relevant delegates to participate on an equal footing.

### COVID mitigation measures

The COVID situation continues to be monitored and plans will be adapted to adopt the most appropriate preventative measures at the most appropriate time. As such, every possible COVID security measure is being explored by the UK Government in tandem with the Scottish Government, Glasgow City Council, Public Health bodies and the UN. That includes testing, vaccines and other measures to help protect against COVID at COP26..

### Vaccines

Prime Minister Boris Johnson announced at the G7 Summit that the UK will work to provide COVID-19 vaccines to COP26 delegates who would be unable to get them otherwise, including delegates from lower income countries.

For COP26 to be a success, representatives from around the world need to be sitting around the same table in Glasgow this November. The safest way to make this happen is for as many representatives as possible to be fully vaccinated.

This offer is designed to assist people from countries where vaccines are less available, and covers all those accredited through the UNFCCC to attend COP26, including accredited observers and media. Those wishing to take up this offer have been invited to register their interest through the UNFCCC registration portal as soon as possible and no later than 23 July.

We will ensure any approach respects diversity and inclusion but also safeguards the health and safety of all attendees and the local population.

**PROUDLY  
HOSTED IN  
GLASGOW**

# Traffic and Transport

Transport Scotland, like Glasgow City Council, has a proven track record in supporting the successful hosting of major events. The 2014 Commonwealth Games, 2014 Ryder Cup, 2018 European Championships and 2019 Solheim Cup all put Scotland on the global map in terms of showcasing sport. While each of these events required detailed transport planning and co-ordination, hosting COP26 brings its own unique challenges in relation to the possible activists expected and movements of World Leaders.

It's important to recognise that there are still some unknowns at this stage. At present there are differing travel restrictions and rules across the globe and within the UK. This is likely to still be the case in some form by late autumn. Public transport may still be subject to social distancing, possibly creating capacity constraints – this could also apply to cross-border rail services.

We must also be alive to the fact that activists could impact on transport services and be ready with contingencies for a variety of circumstances. Disruption – not just for those attending the event,

but also for those going about their daily lives – is a distinct possibility, and transport is often the target.

The information in this guide is intended to raise awareness of our operational planning work and will be continually updated when further details on traffic and transport are available. Businesses and residents will be engaged throughout the planning process and you will be informed about transport arrangements well in advance in the lead up to and during Conference Time.

## Transport Planning

Ensuring that the city's transport network supports the needs of the Conference while keeping the city moving is a huge and complex task. It requires several stages of planning, modelling and design based on aspects including the size of the UN's site at the SEC, security plans around the site and delegate accommodation.

Transport Scotland and our partners have been working together over the past year developing a comprehensive Transport Plan for COP26. Given





# Traffic and Transport

the current position on event assumptions and the potential scenarios from COVID which may have an impact, this is constantly under review. Once finalised, the Plan will be published and publicised.

Delivering the Transport Plan recognises the needs and requirements of a range of client groups including World Leaders, VIPs, delegates, UN staff, media, activists, volunteers and operational support. It will also support business as usual for the people of Scotland and Glasgow; aiming to ensure that the transport networks keep moving and, if that is not possible, that they recover quickly.

The plan is regularly reviewed and developed with good progress being made, despite the obvious challenges and impacts presented by the global pandemic. A number of scenarios are being modelled and prepared for and it is likely to be the summer before there is clarity on the final format. The Transport Plan will need to be flexible to accommodate any unforeseen changes due to COVID developments.

During the event, the tried and tested 3Cs approach – Command, Control and Contingency – will be in play for the transport workstream. This includes an event time Transport Co-ordination Centre that will be co-led by Transport Scotland and Glasgow City Council, replicating the successful model used for the 2018 European Championships.

Delivering a successful event of such magnitude cannot be achieved by ourselves. With your support we are confident Scotland's track record of delivering successful transport services for major events will not only remain intact, but enhanced, further showcasing Scotland as "The Perfect Stage" for hosting events.

## Planning Ahead

In the lead up to and during COP26, it's important to be prepared and plan ahead, wherever possible.

Certain days during COP26 are likely to be busier than others and to keep the city safely open for business and moving, you are advised to prepare for your journeys in advance and to build in flexibility where possible, in case of any unexpected disruption.

Planned and unplanned road closures and parking restrictions are likely to be in place during COP26 and as we become aware of this information, we will share updates via the Get Ready Glasgow website and Twitter feed @GetReadyGlasgow.

### *During COP26, you may wish to think about:*

- how you, your staff and customers and/or patients are going to travel, taking note of the most recent Public Health guidance
- estimated journey times
- the most appropriate mode of transport for your journey
- deliveries and collections including waste
- freight operations

Information on public transport during COP26 will be available on the Get Ready Glasgow website in the coming months. For more information on planning your journey in the meantime, visit the [Traveline Scotland website](#).

## Venue road restrictions

Travel Demand Management work will also inform how we manage the demand on our network to accommodate restrictions to usual traffic flow and influence travel behaviour.

The following measures and restrictions around the main venue, the SEC, and river will be in place to facilitate the safe delivery of the event and maintain the safety and security of participants, citizens and visitors:

- **Closure of the Clydeside Expressway from Partick Interchange to North Street**
- **Closure of Finnieston Street from Lancefield Quay to West Greenhill Place – with local access maintained**



# Traffic and Transport

- Closure of Lancefield Quay from Elliot Street to Finnieston Street – except for service buses
- Closure of the Clyde Arc – except for service buses
- Closure of Stobcross Road from Partick Interchange to Finnieston Street
- Minerva Street – Local Access Only between Minerva Way and West Greenhill Place
- West Greenhill Place – Local Access Only

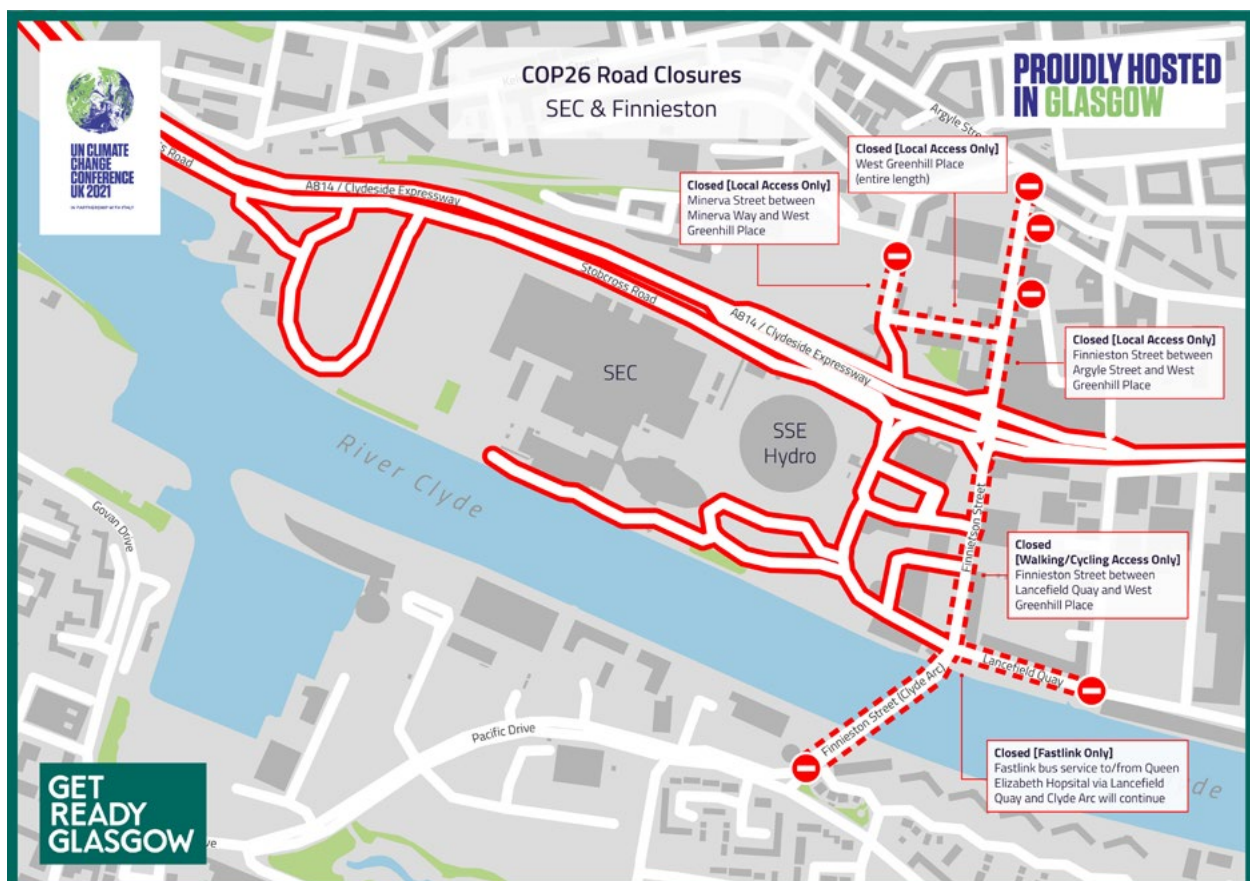
Exact dates on the period of road and cycle lane closures and when they will come into effect are still to be confirmed but will be widely communicated in the coming months.

Diversion routes will be in place around the SEC to keep everyone moving and, as with previous city events, Local Area Traffic Management Plans (LATMPs) are being developed to keep traffic moving for road users. Businesses and residents directly affected by these

plans will receive specific communications from the event organisers forewarning of the likely impact during specified periods and the measures that can be taken to minimise disruption to daily routines. Further business engagement sessions will be held in the months leading up to the Conference.

Active travel routes are still being refined, however, pedestrian and cycle access will be maintained on Finnieston Street, Lancefield Quay and Clyde Arc at all times as will routes for emergency services.

In addition to Get Ready Glasgow, other reliable sources of information for transport and travel include the UN and UK Government websites, Transport Scotland, Traffic Scotland, Traveline Scotland, SPT, ScotRail and many other travel partners and operators, who are working together to develop consistent, credible, and up to date 'as live' travel information. This will be available to delegates and anyone connected with the event, as well as businesses, employers and stakeholders.



# Safety and Security

During COP26, there will be increased police and security presence throughout Glasgow as well as at the main conference site at the SEC. Police Scotland has been planning for over a year with partners for what will be a complex and challenging policing operation to support the delivery of a safe and secure event.

Police Scotland will seek to maintain the safety and wellbeing of people attending any events relating to the conference, including delegates and protesters, by upholding the law, preventing crime and disorder, keeping the peace, protecting and reassuring communities, investigating crime and bringing offenders to justice.

Specialist resources, made up of Police Scotland officers and officers from other UK police services, will be in place for the duration of the event to ensure the safety of everyone involved.

## Protest Activity

Climate change is a topic which is receiving significant media attention and ever increasing numbers of protests around the world. Police Scotland is a rights-based organisation and has a duty under the European Convention on Human Rights (ECHR) to protect the rights of people who wish to peacefully protest or counter-protest, balanced against the rights of the wider community.

Police Scotland will provide a proportionate policing response to any protests and will seek to engage with event organisers and other wider groups to ensure their rights to peaceful assembly and protest are met.

The policing aim will be to manage a crowd so as to minimise disruption to the wider public, while maintaining safety of all involved.

Officers and staff will also be working with Glasgow City Council and other partners to support the delivery of external communication and engagement to ensure the people and

businesses of Glasgow are able to plan ahead for any potential disruption.

## Local Policing

Police Scotland is committed to ensuring that the people and communities of Scotland will still receive the same high standard of service that they are accustomed to for the duration of the conference. A dedicated local policing business-as-usual planning team has been established to ensure that, as far as possible, local policing divisions have the resources we require to continue to deliver on local policing priorities throughout COP26.

We are also working closely with national and local stakeholders to fully understand the impact that COP26 will have on communities and to ensure appropriate national and local resilience arrangements are in place.

## Project Servator

In the run up to and during COP26, Police Scotland will be running frequent Project Servator deployments.



# Safety and Security

Project Servator is a policing tactic that aims to disrupt a range of criminal activity, including terrorism, while providing a reassuring presence for the public.

The approach relies on unpredictable and highly visible police deployments, whilst at the same time, building a network of vigilance made up of business and community partners and the general public.

Project Servator deployments are normal police operations. Don't be surprised or alarmed if you see them and weren't expecting to.

As part of this, our Project Servator officers engage directly with businesses to explain more about Project Servator and how businesses can get involved. Our officers will begin visiting businesses in Glasgow from August.

Visit [www.scotland.police.uk/advice-and-information/counter-terrorism/project-servator/](http://www.scotland.police.uk/advice-and-information/counter-terrorism/project-servator/) for more information on Project Servator.

**Remember that everyone has an important part to play by reporting anything that doesn't feel right. Report suspicious activity by calling 101 or dialling 999 in an emergency.**

## Cross-sector Safety and Security Communications (CSSC) Scotland

CSSC Scotland is a communications network that aims to provide businesses with accurate, time-critical information about serious unexpected incidents and major events.

During COP26, the CSSC Scotland hub will provide businesses with regular updates on planned events; and information on safety, resilience and/or transport matters that will enable them to plan for the day ahead, as well as ensuring they can continue to operate effectively while keeping staff and premises safe, secure and functioning.

For further information on CSSC or to sign up, please visit [www.thecssc.com](http://www.thecssc.com).

## Business Continuity

Business continuity is the capability of an organisation to continue to deliver services at an acceptable level following a disruptive incident – something many businesses will have had to look at over the last year. It is guided by an organisation's effective business continuity management process – identifying any potential threats, the likely impacts to critical functions and testing plans to minimise disruption.



COP26 presents another opportunity for organisations to review their Business Continuity Plans and internal emergency procedures to ensure they are prepared to continue to deliver services at an acceptable level despite potential disruption.

*Exercising can take different forms:*

- **Discussion-based /walk-through exercises** useful to identify gaps and areas for improvement, for example, additional workarounds, or staff/ equipment resources.
- **Live** - these can involve a single or multiple departments in your organisation. These are quite realistic in nature as they present scenarios which are likely to happen.
- **Scenario-based Tabletop** - this type of exercise will present a 'scenario', for example a cyber-attack and will 'inject' further scenarios as the problem escalates.

It is important to remember that business



# Safety and Security

continuity arrangements are not considered legitimate until they have been exercised. As business continuity is all about an organisation's internal preparedness to possible disruption, it is important when conducting exercises to engage suppliers, interdependencies and stakeholders who form part of your business continuity arrangements.

For more information regarding business continuity please see [www.gov.scot/publications/preparing-scotland-scottish-guidance-resilience](http://www.gov.scot/publications/preparing-scotland-scottish-guidance-resilience).

## Emergency procedures

The period leading up to COP26 is an opportunity to review internal emergency procedures. You may wish to conduct an evacuation or fire drill and discuss procedures internally. Further information and advice on considering these plans can be found in the business section of [ready.scot.org](http://ready.scot.org)

## Security

Consideration should be given to refreshing building security protocols and reminding staff to

follow common sense principles regarding the safety and security of themselves, your premises and your equipment.

*For example:*

- **Lock up your premises**
- **Take time to secure the property at the end of each day**
- **Update keyholder lists**
- **Ensure no valuables are left in sight**
- **Have a well-maintained security system in place**

It would also be prudent to ensure that stringent financial security procedures are in place avoid the risk of fraud by individuals, or serious organised crime groups.

More information can be found on the 'Advice and Information' section of the Police Scotland website [www.scotland.police.uk](http://www.scotland.police.uk)

## Cybercrime

Businesses should also be aware of the potential threat from cyber criminals. Criminals routinely take



# Safety and Security

advantage of the opportunities offered online to meet their gains, be it for profit, notoriety or to cause harm.

*Cybercrime takes many different forms:*

- **Phishing**
- **Account Takeover**
- **Email Compromise**
- **Ransomware**
- **Denial of Service**
- **Online Fraud**
- **Webcam Extortion**
- **Malware/Viruses**
- **Hacking**
- **Website Defacement**

Raising awareness of potential cybercrimes is key, and extensive advice can be found on the National Cyber Security Centre website which outlines the main ways to ensure cyber security, as well as links to sources of national guidance. Visit [www.ncsc.gov.uk/section/advice-guidance/all-topics](http://www.ncsc.gov.uk/section/advice-guidance/all-topics).

*The most effective actions to keep your organisation safe online are:*

- **Keep your operating system and software (apps) up to date. Don't put off applying updates, they contain patches that keep your devices secure, including protection from ransomware and viruses.**
- **Make sure your antivirus product is turned on and up to date. Avoid downloading unofficial apps. Only use official app stores (like Google Play or the Apple App Store), which provide protection from viruses.**
- **Use two factor authentication to help secure your devices**
- **Introduce / review IT security processes and protocols and**
- **Ensure good password management is in place**

It is equally important to ensure that your staff are vigilant and are mindful of the security implications through actions such as leaving their laptop or

device unsecured and unattended. They should also be able to recognise potential cyber-attacks and methods used by criminals to exploit vulnerabilities. By regularly updating staff with online safety security advice, and including staff vigilance as part of your cyber security measures, you will help reduce the risk to your organisation. Further advice can be found at the Police Scotland 'Advice and Information' section at [www.scotland.police.uk/advice-and-information/scams-and-frauds/cyber-related-financial-crime/](http://www.scotland.police.uk/advice-and-information/scams-and-frauds/cyber-related-financial-crime/)

Should you fall victim to any criminal activity, please report the matter to the police as soon as possible using the non-emergency number (101).

## Cyber Essentials

Cyber Essentials is a simple but effective, government backed scheme that will help you to protect your organisation, whatever its size, against a whole range of the most common cyber-attacks.

Cyber-attacks come in many shapes and sizes, but the vast majority are very basic in nature, carried out by relatively unskilled individuals. They're the digital equivalent of a thief trying your front door to see if it's unlocked. Our advice is designed to prevent these attacks.

*To learn more, visit the Cyber Essentials website [www.ncsc.gov.uk/section/products-services/cyber-essentials](http://www.ncsc.gov.uk/section/products-services/cyber-essentials).*

## Fire Safety Advice

Are you planning to rent out a room or property for a short-term stay during COP26 in Glasgow? If so, Fire Safety Law applies to you.

Make sure you know your responsibilities and undertake a fire safety risk assessment to keep people staying in your premises safe from fire.

Visit: <https://www.firescotland.gov.uk/your-safety/for-businesses.aspx>



# Workforce Planning

## City Readiness

As host city, it is essential that Glasgow delivers a safe and successful conference environment and experience to delegates, businesses, residents and visitors alike.

It's also vital that we continue to function as a city for our 635,000 citizens and local businesses and that their health and safety is a priority. All of this requires the commitment of everyone – the people who make this city.

We anticipate that there will be some changes to the council's services during COP26. These will be communicated directly with those businesses affected, in due course.

Planning the management of your workforce is a key step in maintaining business operations over the period and ensuring your ability to serve existing customers.

*You may want to think about:*

- **whether you have increased/decreased product/service requirements**
- **which areas of your business might be impacted by increased/decreased activity during COP26**
- **how you access information on identifying benefits and savings costs through becoming more sustainable**

## Employee Engagement

The focus on the climate change agenda presents a great opportunity to engage your staff in new and exciting ways, such as sharing climate change and sustainability information and encouraging people to share their tips on becoming more sustainable, reducing waste and recycling.

There are several local, national and international campaigns you and your staff can take part in.



# Workforce Planning

In the lead up to COP26, the city has launched People Make Glasgow Greener, a campaign to showcase what Glasgow City Council is doing to become one of the most sustainable cities in Europe. The campaign encourages everyone in the city to play their part so get involved at [www.peoplemakeglasgowgreener.com](http://www.peoplemakeglasgowgreener.com).

The UK Government is also looking to mobilise all of society to engage with COP26 and take ambitious climate action ahead of the summit with their campaign, Together for Our Planet. #TogetherForOurPlanet celebrates people across the UK doing their bit on climate change and aims to inspire more people to join them. Find out more and get involved at <https://together-for-our-planet.ukcop26.org>.

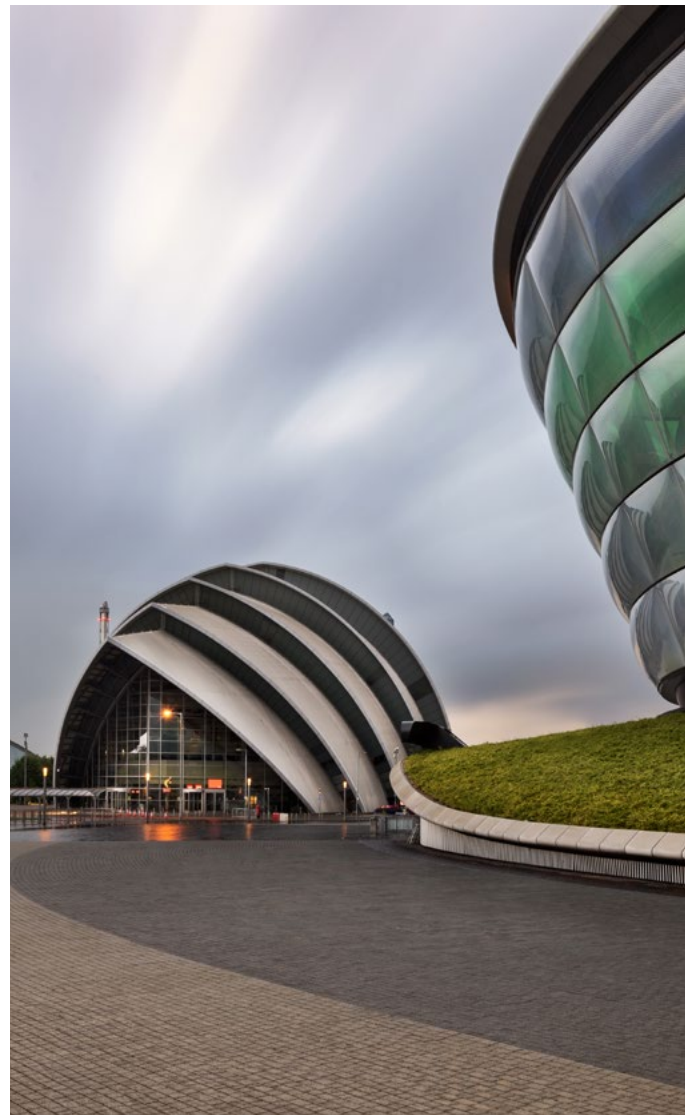
Elsewhere, Count Us In is on a mission to inspire one billion global citizens to significantly reduce their carbon pollution and challenge leaders to deliver bold, global change. Find out more at [www.count-us-in.org](http://www.count-us-in.org).

## Preparing for Conference Time

- Determine what opportunities the Conference presents to your business and plan how best to make the most of them
- Determine whether your business is likely to be impacted by the Conference and what this means in terms of your operations during the Conference
- Identify staffing levels based on expected business activity during the Conference and take this into account when planning holiday/leave scheduling
- Make the most of the prominence and buzz around Glasgow's role in fighting climate change within your workplace.
- Help your staff access information to help them get ready

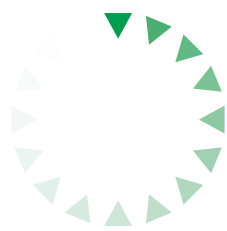
## Customer Communication

Once you have identified the likely impact of the Conference on your business it is advisable to communicate this to your existing customers. Customers access your business in a variety of ways and COP26 related activities may limit certain means of contact and your ability to meet existing customers' needs. It can be as simple as placing a notice in your shop window or providing social media updates for your customers about how they can continue to do business with you during this time.





# Glasgow's Sustainability Ambition



## Sustainable Glasgow

The council and its partners are committed to making Glasgow one of the most sustainable and circular places in Europe, where a high quality of urban life and green business practices generating sustainable profits go together.

Glasgow was one of the foremost cities of the first global industrial revolution and now it is forging a new economy in the crucible of the green revolution. This is drawing upon the city's native spirit of innovation, partnership and entrepreneurialism – and it needs the active participation of a strong public sector and engaged business community.

The city wants to see both green and inclusive economic growth so that sustainability and social justice are hallmarks of Glasgow's message to the world and its offer to residents, businesses and investors. A green and clean recovery from COVID

is also now a key priority in the city's vision of a thriving post-pandemic economy.

Leaving a positive legacy is one of the COP26 Sustainability Governing Principles, which aims to work with the host city to drive opportunities from the delivery of the event. Hosting COP26 will help us to progress our ambitions in terms of sustainability, for example through the local events industry, suppliers and by developing educational, training and job creation opportunities beyond COP26.

## Sustainable Glasgow

Launched this year, the Sustainable Glasgow Green Economy Hub Charter is a commitment by leading businesses and employers in Scotland's largest city, and host of COP26, to take action within their own organisations and sectors to contribute to a green recovery and radically reduce the city's carbon emissions.



# Glasgow's Sustainability Ambition

A key ambition is for the city to become carbon neutral by the year 2030. Sustainable Glasgow will convene, encourage and challenge organisations that commit to the Green Economy Hub Charter, recognising and celebrating not just what those organisations are doing now, but what they will do on the journey to net zero and a green recovery.

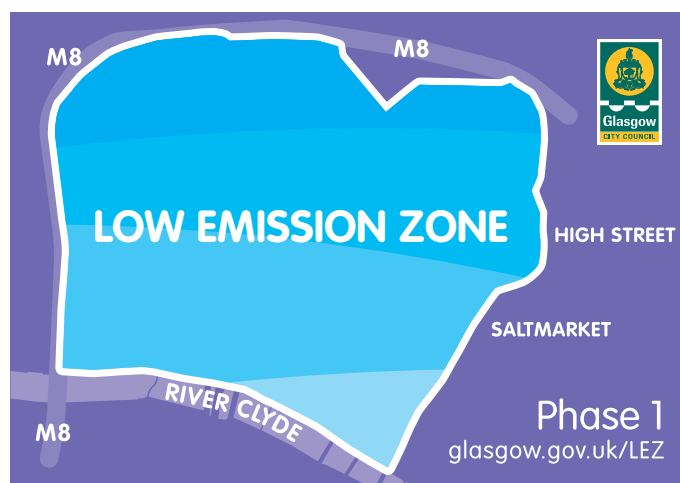
The Green Economy Hub Charter represents a step on the path to a 'new normal' of sustainable business practice in a thriving green city. As part of this, a Circular Economy Route Map sets out a framework to allow Glasgow to truly embrace a sustainable economic future. It presents a vision for a circular city and provides the context in which the local economy is seen as an engine for environmental and social regeneration.

Find out more at <http://sustainableglasgow.org.uk/>

## Low Emission Zone

Glasgow was the first city in Scotland to establish a Low Emission Zone (LEZ) to improve air quality in

the city centre. Glasgow's LEZ is expected to help to reduce levels of nitrogen dioxide and other internal combustion sourced pollutants, which will make Glasgow a cleaner, healthier and more pleasant place to be.



Phase 1 of Glasgow's LEZ currently applies to local service buses only. When Phase 2 is enforced from 1 June 2023, subject to the relevant approvals, all vehicles entering the zone will have to meet specified exhaust emission standards to avoid a penalty charge, unless exempt. Find out more about this at [www.glasgow.gov.uk/LEZ](http://www.glasgow.gov.uk/LEZ).

The Council is also a member of the Eco-Stars programme, which provides free support to fleet managers and individual companies on their vehicle use in order to reduce fuel consumption and help to improve air quality. Details can be accessed at [www.ecostars-uk.com/](http://www.ecostars-uk.com/).

## Green Tourism

Many millions of pounds are generated for the local economy through green tourism and low carbon and energy-related conferences, with Glasgow ranked fourth on the 2019 Global Destination Sustainability Index. The Index promotes responsible business tourism and best practice and enables destinations to become more sustainable places to visit, do business and thrive in.



# Glasgow's Sustainability Ambition

Compiled by global sustainability academics and policymakers, it ranks nearly 60 cities around the world based on four key criteria – environmental strategy and infrastructure; social sustainability performance; the strategy of the host city's Convention Bureau; and industry supply chain support (from the likes of convention centres, meetings venues, hotels, restaurants and transport operators). To date, Glasgow remains the only UK city to feature in the Index, that also includes Sydney, Barcelona and Kyoto.

Glasgow is also working towards an EarthCheck certification – a UK first that further bolsters the city's tangible commitment to addressing environmental regeneration and improvement. EarthCheck is the world's leading scientific benchmarking, certification and advisory group for travel and tourism, helping deliver clean, safe, prosperous and healthy destinations for people to visit, live, work and bring up children. More information <https://earthcheck.org>.

## Support for Business

Scottish businesses are leading the world in embracing the economic opportunity associated with taking action on climate change and there are a range of national agencies and local activities that can support businesses to become more sustainable and to develop green goods and services.

- The UK Government is inviting businesses from every corner of the UK to join the



**#RacetoZero.** Race To Zero is a global initiative, backed by science-based targets, to commit businesses, cities, regions, investors and universities to achieve net zero emissions by 2050 at the very latest.



Businesses from across the UK are being asked to join the green business revolution and commit to becoming more sustainable. Make a commitment to reduce your carbon emissions, learn about practical steps you can take and hear inspiring success stories from other businesses via the Business Climate Hub at <https://businessclimatehub.org/uk/>.

- The Scottish Government is committed to delivering a green recovery, meaning economic recovery from COVID will help toward net zero emissions in a way that is just, and that maximises the opportunities to deliver a thriving, sustainable economy. The Scottish Government want to work in partnership with the business community to support sustainable growth, capture competitive opportunities and to identify and tackle obstacles so Scottish businesses can innovate at home and then export their solutions to the rest of the world. For more information visit <https://www.netzeronation.scot/take-action/businesses>
- Glasgow Chamber of Commerce is committed to supporting and enabling actions to tackle climate change. The Chamber launched 'Climate Chamber', their sustainable movement. This initiative is designed to inform its members and position Glasgow as a leading city in the development of the green and wider



# Glasgow's Sustainability Ambition

- circular economy. This is achieved by capitalising on innovative opportunities to address the climate emergency. [www.glasgowchamberofcommerce.com](http://www.glasgowchamberofcommerce.com)
- Circular Glasgow, an initiative of Glasgow Chamber of Commerce, has been championing circular economy business models, allowing its members to future proof their organisations while generating profits and increasing competitive advantage. Adopting circular strategies will be a key enabler in the journey to net zero: [www.circularglasgow.com](http://www.circularglasgow.com)
  - Green Tourism working with Glasgow Convention Bureau, Greater Glasgow Hoteliers Association (GGHA) and Scottish Enterprise to showcase Glasgow's commitment to sustainability. Green Tourism accreditation is recognised by the hotel industry and customers alike as a quality standard of sustainability best practice. In the year of COP26, it will allow Glasgow's hotel community to drive their sustainability agenda by promoting their green credentials to customers and delegates. Hospitality businesses can prepare for COP26 with this unique opportunity to gain a Green Tourism award. GGHA members who sign up to achieve a Green Tourism certification before 31 May 2021 will receive a 50% discount. Start your green journey now at [www.green-tourism.com/pages/home](http://www.green-tourism.com/pages/home).
  - Zero Waste Scotland provides free expert advice on the circular economy to help businesses cut waste and carbon emissions to meet net zero targets and end the climate crisis: [www.ceaccelerator.zerowastescotland.org.uk/](http://www.ceaccelerator.zerowastescotland.org.uk/)
  - The Resource Efficient Scotland programme supports businesses to understand energy, waste and water costs; identify savings opportunities; and take action to realise these savings: [www.resourceefficientscotland.com/](http://www.resourceefficientscotland.com/)
  - The Energy Savings Trust provides advice and support for householders as well as businesses on energy efficiency and in particular can support the business community on shifting to low carbon and electric modes of transport: [www.energysavingtrust.org.uk/scotland](http://www.energysavingtrust.org.uk/scotland)
  - Keep Scotland Beautiful engages in a range of community initiatives to tackle litter and plastic waste, reduce emissions and support education and public awareness on sustainability: [www.keeptoscotlandbeautiful.org](http://www.keeptoscotlandbeautiful.org)
  - The Carbon Trust operates across the UK and partners with businesses and the public sector to help them lead the way towards a more sustainable future: [www.carbontrust.com](http://www.carbontrust.com)
  - Business Glasgow, through delivery of the Business Gateway Service and a team of dedicated, skilled, business advisers, can help your company grow regardless of which stage it's at on the business lifecycle and assist with making your vision and aspirations a reality: [www.business-glasgow.co.uk](http://www.business-glasgow.co.uk)
  - Scottish Enterprise has a range of support for businesses from sustainability specialists to specific sources of funding and advice. The Business Plan and Net Zero Framework for Action will be placing net zero at the heart of everything we do as an economic development agency and ensure that the support provided and investment we attract for Scotland is sustainable whilst also working to make the most of the opportunities around COP26. Visit: <https://www.scottish-enterprise.com/support-for-businesses/business-development-and-advice/business-sustainability> For business support and advice, including guides on greening your business and sources of funding, visit <https://findbusinesssupport.gov.scot>

# Get Involved

## People Make Glasgow Greener

COP26 is a unique opportunity to make real progress towards our ambition of becoming one of the most sustainable cities in Europe.

In the lead up to COP26, the city has launched People Make Glasgow Greener, a campaign to showcase what Glasgow City Council is doing to achieve this target. The campaign also encourages everyone in the city to play their part. Everyone's actions count and we can all make a difference.

Together, we can help to make Glasgow a greener city and build better lives and a better future for everyone. Find out more at [www.peoplemakeglasgowgreener.com](http://www.peoplemakeglasgowgreener.com).

**PEOPLE  
MAKE  
GLASGOW  
GREENER**

## #TogetherForOurPlanet

In the run-up to COP26, the UK Government is looking to mobilise all of society to engage with COP26 and take ambitious climate action ahead of the summit – that's why they've launched the Together for Our Planet campaign.

Many people from all over the UK are already doing their bit on climate change. #TogetherForOurPlanet celebrates them and aims to inspire more people to join them. Find out more at <https://together-for-our-planet.ukcop26.org>.



## Climate Leaders

As part of the Together For Our Planet campaign, Climate Leaders aims to showcase the positive steps that ordinary people, organisations and businesses are taking to protect the environment and guard against climate change, inspiring others to join them in making positive environmental choices in their everyday lives.

The UK's Climate Leaders are everyday people who are doing their part to solve the climate crisis, often in unexpected ways. They instinctively see the wider benefits of doing these things – that a greener way of life means a healthier population, more jobs and a sustainable future for us all.

In the run up to the conference, COP26 wants to find and highlight Climate Leaders in all areas of the UK. You can nominate individuals in your organisation who have found meaningful ways to cut carbon and make the UK a greener place by sending information on the work they do to [TogetherForOurPlanet@cabinetoffice.gov.uk](mailto:TogetherForOurPlanet@cabinetoffice.gov.uk).

# Potential Opportunities

Glasgow will be open for business during the conference, but as we recover from the pandemic, it will not be business as usual for many, and during COP there may be other impacts.

We know that an engaged, supportive and supported business community invested in the success of COP26 and the city's wider climate change priorities will help Glasgow thrive throughout our moment in the global spotlight.

We aim to provide businesses of all sizes with the information they need to be ready for COP26 and aware of COVID and other safety measures, as well as potential opportunities.

Through our business engagement plans we hope to provide businesses of all sizes and means with the information they need to make the most of hosting COP26 and operate to the best of their potential and at their most profitable, including:

- **the production of this Business Readiness Guide and subsequent iterations**
- **the facilitation of future business information sessions**
- **the provision of representatives from event delivery partners to speak at events and meetings**
- **the maintenance of [getreadyglasgow.com](https://getreadyglasgow.com) and**
- **providing different ways to get in touch with us**

## Showcasing Glasgow

A raft of activity is being planned to support the anticipated and unprecedented global media interest in Glasgow and reinforce its credentials as host city for COP26, as well as its attributes as a major visitor destination by helping to instil a sense of place.

[www.peoplemakeglasgowgreener.com](https://www.peoplemakeglasgowgreener.com) will showcase Glasgow businesses in the run up to COP26 – and beyond. A media portal, housed

on the site, will act as a one-stop shop for global press, broadcasters and influencers to ensure they can easily access destination imagery, b-roll and other key collateral.

A Glasgow Broadcast Guide will also be created, detailing iconic filming locations around the city as backdrops for establishing shots, live stand-ups and pre-records.

## Procurement Opportunities

All upcoming business contracts will be advertised on UK Government contracts finder website [www.gov.uk/contracts-finder](https://www.gov.uk/contracts-finder) and Public Contracts Scotland [www.Publiccontractsscotland.gov.uk/](https://www.Publiccontractsscotland.gov.uk/)

Businesses can register with these sites and set up email alerts to see all contracts available.

## Sponsorship

COP26 sponsorship is an outstanding opportunity, offering unique benefits including showing the world your commitment to fighting climate change.

*The UK Government is seeking sponsors for COP26 who:*

- **Can lend their resources, commitment and expertise to making COP26 a success and help to deliver international action on climate change**
- **Are making real contributions to the fight against climate change, and are aligned with the aims of COP26**
- **Have strong climate credentials – the UK Government are looking for businesses who have set ambitious net zero commitments by 2050 or earlier, with a credible short-term action plan to achieve this**

Find out more: <https://ukcop26.org/uk-presidency/partnerships-and-support/>.

# Potential Opportunities

## Glasgow Welcomes COP26

As we look forward to welcoming delegates and visitors in November, we know that stakeholders, businesses and organisations are looking for ways to show support for the event and Glasgow being proud host. We are developing virtual welcome branding that businesses can use on their social media pages and website to raise awareness of COP26. Businesses can also use this mark as a platform to let their customers know about sustainability in their organisation and their actions to drive green profits and create a positive social impact. More information on this will be available at [getreadyglasgow.com](https://getreadyglasgow.com).

## Creating a COP city feel

As the eyes of the world turn towards Glasgow in November, we know that many businesses,

academic, civil society, climate change, cultural and faith groups may wish to be part of our 'COP city' feel.

As proud host of COP26 we are keen to support organisations who wish to have their voices heard and show their action around tackling climate change, whilst keeping everyone safe.

We are aiming to activate Glasgow City Chambers as a host city zone to capture civic pride in this global event.

We hope to curate our own programme of events in the City Chambers and we are working with organisations to ensure that required permissions are sought and that health and safety and regulatory and licensing conditions, are met, if required.



getreadyglasgow.com  
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**GLASGOW**  
CHAMBER OF COMMERCE