

# BUSINESS CONTINUITY POLICY

<b>QUALITY CONTROL</b>			
<b>TRIM REFERENCES</b>	12/14 – D15/1951		
<b>RESPONSIBLE POSITION</b>	Division Manager Corporate and Human Services		
<b>APPROVED BY</b>			
<b>REVIEW DATE</b>	October 2016	<b>REVISION NUMBER</b>	1
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## 1. INTRODUCTION

Broken Hill City Council is committed to developing business resilience and securing long term performance and sustainability of its operations. Business Continuity management and planning is an integral part of good governance and an important element in Council's Risk Management Framework.

## 2. POLICY OBJECTIVE

The purpose of this policy is to ensure implementation of the integrated planning and management processes that are designed to minimise disruption related risks at Council.

The policy is required to ensure Council can define what infrastructure and resources are required to achieve minimum operating performance and maintain uninterrupted availability of key business resources necessary to meet Council's strategic and operational objectives and legal obligations.

## 3. POLICY SCOPE

This policy covers Disruptive Incidents (Incidents) of such a scale as to otherwise be beyond the coping capability of an organisation's normal management system.

The General Manager will undertake appropriate action(s) necessary to assess, evaluate and respond to and recover from disruptive incidents.

This policy is subordinate to the Risk Management Policy.

## 4. POLICY STATEMENT

Through the establishment of Business Continuity Plans (BCP) this policy will provide a mechanism that enables Council and its officers to:

- Build resilience within Council's operations.
- Manage business interruption risks in accordance with AS/NZS 5050:2010 Business Continuity – Managing Disruption Related Risk.

- Develop resumption plans based on criticality of business functions rather than geographic location.
- Identify and document roles and responsibilities for key staff positions to plan, review and implement the Business Continuity Plan.
- Minimise the impact of function loss on Council's stakeholders and the community.
- Minimise the impact of function loss on Council's reputation.
- Minimise any risks associated with public health, safety and/or welfare.
- Ensure Council considers regulatory requirements and/or compliance with legally enforceable contracts during outages.
- Maintain control of expenditure and minimise extraordinary costs resulting from incidents.

## **5. IMPLEMENTATION**

### **5.1. Roles and Responsibilities**

The following Council officers are responsible for the implementation and the adherence to this policy:

- The Broken Hill City Council BCP is developed under the authority of the Executive Team. Prior to implementation the plan is reviewed and approved by that body.
- The General Manager or delegated Council Officer holds the authority to develop, assess, evaluate, and activate Council Business Continuity arrangements and procedures in response to incidents.
- A standing authority is given to the Sub-Plan owners by the Executive Team to implement the actions identified within the sub plans.

### **5.2. Communication**

This Policy will be communicated to the community and staff in accordance with Council's Policy, Procedure and Process Framework and Council's Business Paper process. Following adoption by Council the Policy will be made available on Council's website.

### **5.3. Associated Documents**

The following documentation is to be read in reference with this policy:

- Risk Management Framework
- Risk Management Policy
- Draft Business Continuity Plan – Manual; Procedure and Critical Function sub-plans
- Emergency Plan & Procedures
- Contractors Engagement Policy 2014
- Broken Hill City Council Consent Award 2015

## **6. REVIEW**

Review of this policy will incorporate relevant legislation, documentation released from relevant state agencies and best practice guidelines.

The Division Manager Corporate and Human Services is responsible for the review of this policy.

This policy will be reviewed annually. The General Manager will report to Council and/or Audit Committee on the outcome of the review and make recommendations for amendment or alteration if required.

## 7. LEGISLATIVE AND LEGAL FRAMEWORK

There is no current legislative requirement for the implementation of Business Continuity Management. However, there is an expectation that Council undertakes business continuity planning as part of its overall Governance responsibilities.

This policy is to be read with reference to with the following:

- Local Government Act 1993
- The Business Continuity Institutes "Good Practice Guidelines 2010"
- AS/NZS 5050:2010 Business Continuity – Managing Disruption Related Risk
- Australian National Audit Office (ANAO) Guide: Business Continuity-Building Resilience in Public Sector Entities
- ISO 31000:2009 Risk Management - Principles and Guidelines
- ISO Guide 73:2009 – Risk Management – Vocabulary
- NSW Public Health Act 1991 & Associated 2002 Regulations
- Environmental Planning & Assessment Act 1979
- Civil Aviation Act 1988
- Broken Hill City Council Consent Award 2015

Council employees will refrain from personal activities that conflict with proper execution and management of Council's Business Continuity Policy. Council's Code of Conduct provides guidance for recognising and disclosing any conflicts of interest.

## 8. DEFINITIONS

**'Authorised Representative'** is the General Manager or any delegated or authorised Council Officer to develop, assess, evaluate, and activate of Council policies and procedures in response to incidents.

**'Accountable Person'** is the Manager of the critical function/s that are the subject of a BCP. The Manager owns the Business Continuity Plan that covers the respective critical function/s in their branch.

**'Business Continuity Management'** is the holistic management process that identifies potential threats to an organisation and the impacts to business operations those threats, if realised, might cause, and which provides a framework for building organisational resilience with the capability of an effective response that safeguards the interests of its key stakeholders, reputation, brand and value-creating activities. (*ISO 22301 Societal security – Business continuity managements systems – Requirements*).

**'Business Interruption'** is any event, whether anticipated (i.e. public service strike) or unanticipated (i.e. blackout) which disrupts the normal course of business operations at an organisation location.

### **'Examples of Business Disruptive Incidents'**

- Natural,( fire, flood, earthquake)
- Deliberate acts of arson, sabotage, theft, terrorism
- Industrial action
- Workplace Safety Incidents
- Major Traffic Accidents
- Closure of business of third party suppliers

**'Business Continuity Plan'** is documented procedures that guide organisations to respond, recover, resume and restore to a pre-defined level of operation following disruption. (*ISO 22301 Societal security – Business continuity managements systems – Requirements*).

**'Incident Management'** is the strategic management of the response to an emergency or business disruption event. (*Australian National Audit Office 2009 – Business Continuity Management*).

**'Critical Objectives'** are objectives that must be achieved during a period of disruption. (AS/NZ 5050 – 2010 – Business Continuity – Managing disruption-related risk).

**'Critical Operations'** are a business function or part thereof identified as essential for survival of an organisation and achievement of its critical objectives. (AS/NZ 5050 – 2010 – Business Continuity – Managing disruption-related risk).

**'Risk'** is the effect of uncertainty on objectives (ASNZS ISO 31000 – 2009 Risk Management – Principles and Guidelines).