BUSINESS CONTINUITY MANAGEMENT POLICY

DATE ADOPTED: 15 October 2024
MINUTE NO: 14.10.24

1. INTRODUCTION

1.1. Local government is a critical function of the community and it is essential that the Council can continue to provide necessary services to the community it serves, even during times of crisis and disruption.

1.2. Junee Shire Council (JSC) recognises that business continuity management is a core component of good governance and is an integral part of the council's enterprise risk management framework.

2. PURPOSE

2.1. The purpose of this policy is to outline Council's commitment to minimising the impact of business disruptions on the community and its stakeholders and the principles in which it will manage disruption events.

3. SCOPE

3.1. This policy applies to the stakeholders of JSC.

4. RESPONSIBILITIES

4.1. The overall responsibility for the management and implementation of the Business Continuity Plan (BCP) is the Risk Manager who will work with the General Manager to co-ordinate the establishment and management of the Business Continuity Management Team (CMT).

4.2. Continuity Management Team

4.2.1. The Continuity Management Team are responsible for:
- Assessment of the disruption event
- Response
- Recovery
- Review

4.3. Risk Manager

4.3.1. The Risk Manager is responsible for:
- Periodically reviewing the policy and plan documents, making changes to registers within the documents as required to ensure currency.
- Ensure that members of the CMT are properly informed of and understand their roles and responsibilities under the BCP.
- Ensuring a review is conducted at the completion of a business continuity event and procedures and documents are updated as required.
- Ensuring plans are tested and staff are trained.

4.4.   Managers, Supervisors and Team Leaders

4.4.1.   JSC Managers, Supervisors and Team Leaders are responsible for:
- Ensuring the timely communication of disruption events.
- Maintain appropriate awareness of Business Continuity Plans.

4.5.   Workers

4.5.1.   All staff are expected to maintain an awareness of their roles and responsibilities in the event of a disruption and participate as required or directed.

5.   POLICY

5.1.   Council is committed to ensuring the safety of people and continuity of its critical business functions during periods of major disruption. Council recognises that it needs to minimise the impact of disruption and that this necessity to ensure a speedy restoration of services requires a significant level of advance planning and preparation.

5.2.   JSC is responsible for the provision of several services, both statutory and non-statutory. The services provide are relied on by rate payers and therefore the ability to continue to provide these services in the face of potential business disruptions is essential.

5.3.   JSC is committed to maintaining an effective and efficient business continuity management process by:

5.3.1.   Incorporating Business Continuity Management into Council's risk management practices.
5.3.2.   Conducting a business impact analysis to best understand the consequences of disruption to Councils operations and services.
5.3.3.   Establishing the maximum acceptable outages (MAO's) of critical business activities.
5.3.4.   Developing, maintaining, and reviewing a Business Continuity Plan, incorporating relevant sub plans.
5.3.5.   Supporting the accurate and timely provision of information to staff, the community, business partners, stakeholders, and other relevant levels of government during a disruption event.

6.   BUSINESS CONTINUITY APPROACH

6.1.   JSC's approach to Business Continuity includes:

6.1.1.   <u>Business Impact Analysis (BIA)</u>
Identify key services and processes and assess the effects of disruptions to ensure they can be restored quickly.
6.1.2.   <u>Risk Assessment</u>
Identify potential risks and prioritise them based on their likelihood and impact. Develop strategies to manage these risks, including prevention, controls and insurance.

6.1.3. <u>Continuity Plan Development</u>
Create clear and practical continuity plans that fit with other organisational plans.

6.1.4. <u>Training and Awareness</u>
Provide staff with the training they need to understand their roles in the BCP and raise awareness across the organisation.

6.1.5. <u>Exercising and Testing</u>
Regularly test the BCP with exercises to check its effectiveness and make improvements based on the results.

6.1.6. <u>Continuous Improvement</u>
Review and update the BCP regularly to keep it current and effective, based on feedback and changing needs.

6.1.7. <u>Stakeholder Engagement</u>
Work with both internal and external stakeholders to ensure everyone is prepared and aligned with the continuity plans.

7.   TRAINING AND AWARENESS

Ensuring the members of the Continuity Management Team (CMT) are trained and aware of the Business Continuity Plan is critical to enacting the plan effectively and efficiently, preventing disruptions from having significant impacts on Councils stakeholders.

The CMT should receive BCP Management training and exercise the plan to ensure they are prepared and able to fulfil their roles and responsibilities within the BCP.

All JSC staff are to receive information on the BCP and relevant planned arrangements.

8.   DEFINITIONS *(COVERING THE POLICY, FRAMEWORK AND PLANS / SUB-PLANS)*

Term	Acronym	Definition
Business Continuity	BC	Capability of the organisation to continue delivery of services and products at acceptable pre-defined levels following a disruptive incident.
Business Continuity Management	BCM	The development, implementation and maintenance of policies, frameworks, and programs to assist an entity manage a business outage. It is the capability that assists in the preventing, preparing for and responding to, managing, and recovering from the impacts of an Outage event.
Business Continuity Management System	BCMS	Intentions and direction of an organisation as formally expressed by the organisation.
Business Continuity Plan	BCP	Documented procedures and information that is developed, compiled, and maintained to guide the organisation to respond, recover, resume and restore to a pre-defined level of operation following an Outage event.
Critical Business Functions	CBF	A business function or part thereof identified as essential for the survival of the organisation and achievement of its critical objectives.
Critical Business Function Plan Owner	CBFPO	Position authorised responsibility for the implementation of continuity arrangements of a Critical Business Function in an Outage event.

Term	Acronym	Definition
Critical Business Function Sub-Plans	CBFSP	Specific plans, procedures and documents for critical business processes that will enable Critical Business Functions to continue during a business Outage event. These plans include any Information Services Disaster Recovery Plan(s). These plans support the Business Continuity Plan.
Disruption		An event that interrupts normal business functions, operations, or processes, whether anticipated (eg. cyclone, industrial dispute, political unrest) or unanticipated (eg. a blackout, terror attack, technology failure or earthquake).
Emergency		An event, actual or imminent, which endangers or threatens to endanger life, property or the environment, and which requires a significant and coordinated response. Response to an emergency is provided by first responders and emergency services.
Emergency Response Plans	ERP	Documents of the emergency arrangements for a facility, consisting of preparedness, prevention and response activities and including agreed emergency roles, responsibilities, strategies, systems and arrangements.
Outage		Situation that might be, or could lead to, a disruption, loss, emergency or crisis. Situation that is beyond the capacity of normal management structures and processes to deal with effectively.

9. CONTROLLED DOCUMENT INFORMATION

Authorisation Details:

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Document name	Business Continuity Management Policy
Version no.	1
Department	General Manager
Distribution	Electronic
Approval type	**Council**
Version start date	
Review due	Four years from endorsement, unless statutorily required sooner

Appendices:

Annexure	Description

Document History:

Version	Version start date and minute no.	Description	Author and title
1.0	15 October 2024 14.10.24	First version.	Jonty Bruce, Risk Manager

Related Document Information, Standards and References:

This policy complements and is to be implemented in conjunction with other related documents, including Council's policies, protocols and procedures. Documents with direct links to this policy include:

Related Legislation & Policies	NSW Local Government Act 1993 Work Health and Safety Act 2011 JSC Enterprise Risk Management Policy JSC Enterprise Risk Management Framework
Other References	ISO 31000:2018 Risk Management AS ISO 22301:2020 Security and Resilience – Business Continuity Management Systems JSC Enterprise Risk Register AS 3745 – 2010 Planning for Emergencies in Facilities Local Emergency Management Plan (Junee Coolamon)