



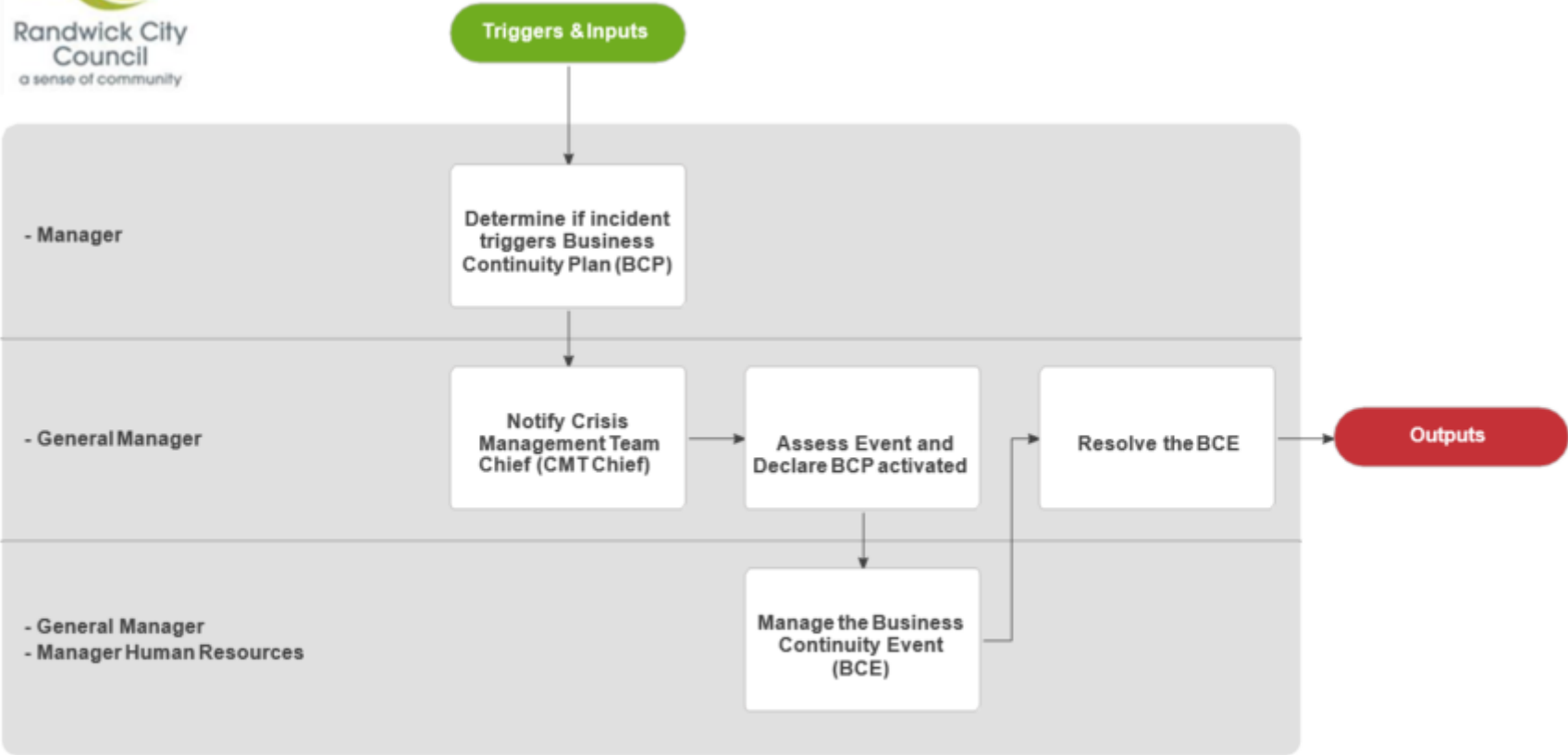
**Randwick City
Council**
a sense of community

INTERNAL

Business Continuity Procedure

Last Reviewed:	August 2018
Version	4
Review Date:	August 2021
Contact Officer:	Manager Human Resources
TRIM :	F2008/00375

Manage a Business Continuity Event



Summary

Objective

To support the Continuity Management Team (CMT) manage a Business Continuity Event (BCE), while continuing to offer essential services to the community, employees and other stakeholders

Background

BCE examples: Fire, Flood, Cyber Attack, Terrorist Attack, Tsunami etc

Owner Lee Angell

Expert Clare Baggott

Procedure

1.0 Determine if incident triggers Business Continuity Plan (BCP)

Manager

a Review incident notification.

 Incident Categorisation Table

2.0 Notify Crisis Management Team Chief (CMT Chief)

General Manager

a Outline the nature and time of incident; which critical functions are impacted; any employees/facilities/equipment affected; AND any response actions that have already been implemented

NOTE CMT Chief not available

If CMT Chief not available then consult BCP contact list for alternate

 BCP Contact List

3.0 Assess Event and Declare BCP activated

General Manager

a Complete EventDetails Checklist

 BCP Event Details Checklist

b Complete Damages Assessment Checklist.


 BCP Damage Assessment Checklist

c Refer to Incident Categorisation table

 Incident Categorisation Table



d Refer to the Business Impact Analysis (BIA) to assess which business functions of council are affected by the Business Continuity Event (BCE) and if Maximum Allowable Outage (MAO) is exceeded

 Business Impact Analysis

NOTE MAO not exceeded

Notify the Manager who reported the incident and instruct them to follow standard incident procedures

e Declare a BCE if MAO exceeded.

NOTE What if external stakeholder to take control of BCE

If the statutory powers of any relevant emergency response agency determine an external stakeholder is to take full control of the response then RCC will provide assistance only if instructed

4.0 Manage the Business Continuity Event (BCE)

General Manager, Manager Human Resources

a Instruct CMT Coordinator to complete Business Continuity Control Centre (BCCC) checklist and assemble the CMT

 BCCC Checklist

b Complete the CMT chief checklist and keep updated

 CMT Chief Checklist

c Chair meeting with CMT arranged by CMT Coordinator at BCCC

📄 Stakeholder Management Identification Table

d. Instruct CMT to notify impacted sub plan owners

📄 Sub Plan Categorisation Table

NOTE @todo link to sub plan process

e. Conduct impact analysis regularly, monitor situation, review and develop response strategies

NOTE Periodically complete updated damage assessment checklist

📄 BCP Damage Assessment Checklist

f. Instruct CMT members to coordinate support services such as IT, Property and Insurance, Media and Communications, Risk & Safety|etc

NOTE @todo link to CMT support services relevant sub plan process

g. Maintain effective communication with all stakeholders

NOTE @todo link to Comms Team sub plan process for communications during BCE event

h. Track all expenses associated with management of the BCE and recovery operations

NOTE @todo link to Financial Operations sub plan for process

5.0 Resolve the BCE

General Manager

a. Provide final CMT Chief checklist

b. Announce termination of the BCE and beginning of recovery phase

c. Conduct final review and impact assessment, then resume standard business activities

NOTE @todo link to BCE review and impact analysis process

d. Conduct post-event debrief with all relevant stakeholders and sub plan owners

NOTE @todo link to post BCE debrief process

Triggers & Inputs

TRIGGERS

Starts

Incident Occurs

Frequency

adhoc

Volume

1 per 10 years

INPUTS

Input

Identify the level of impact of the incident

From Process

Incident Notification

How Used

Has there been, or is there any possibility of: serious harm to the public or employees? media interest? a breach of any law or regulation? an impact on rate-payers and/or residents? OR an impact on any other division of Council?

Outputs & Targets

OUTPUTS

Output

Close the incident

To Process

not applicable

How Used

Communicate outcome and suitable feedback to all stakeholders and affected employees

PERFORMANCE TARGETS

Measure

Community/employee feedback

Target

For RCC to continue to offer essential services even in the event of a major disruption

Process Dependencies

PROCESS LINKS FROM THIS PROCESS

None Noted

PROCESS LINKS TO THIS PROCESS

None Noted

RACI

RESPONSIBLE

Roles that perform process activities

General Manager, Manager, Manager Human Resources

ACCOUNTABLE

For ensuring that process is effective and improving

Process Owner Lee Angell

Process Expert Clare Baggott

CONSULTED

Those whose opinions are sought

STAKEHOLDERS

None Noted

STAKEHOLDERS FROM LINKED PROCESSES

None Noted

INFORMED

Those notified of changes

All of the above. These parties are informed via dashboard notifications.

Systems

None Noted

Lean

None Noted