

CUSTOMER AND COMPLIANCE

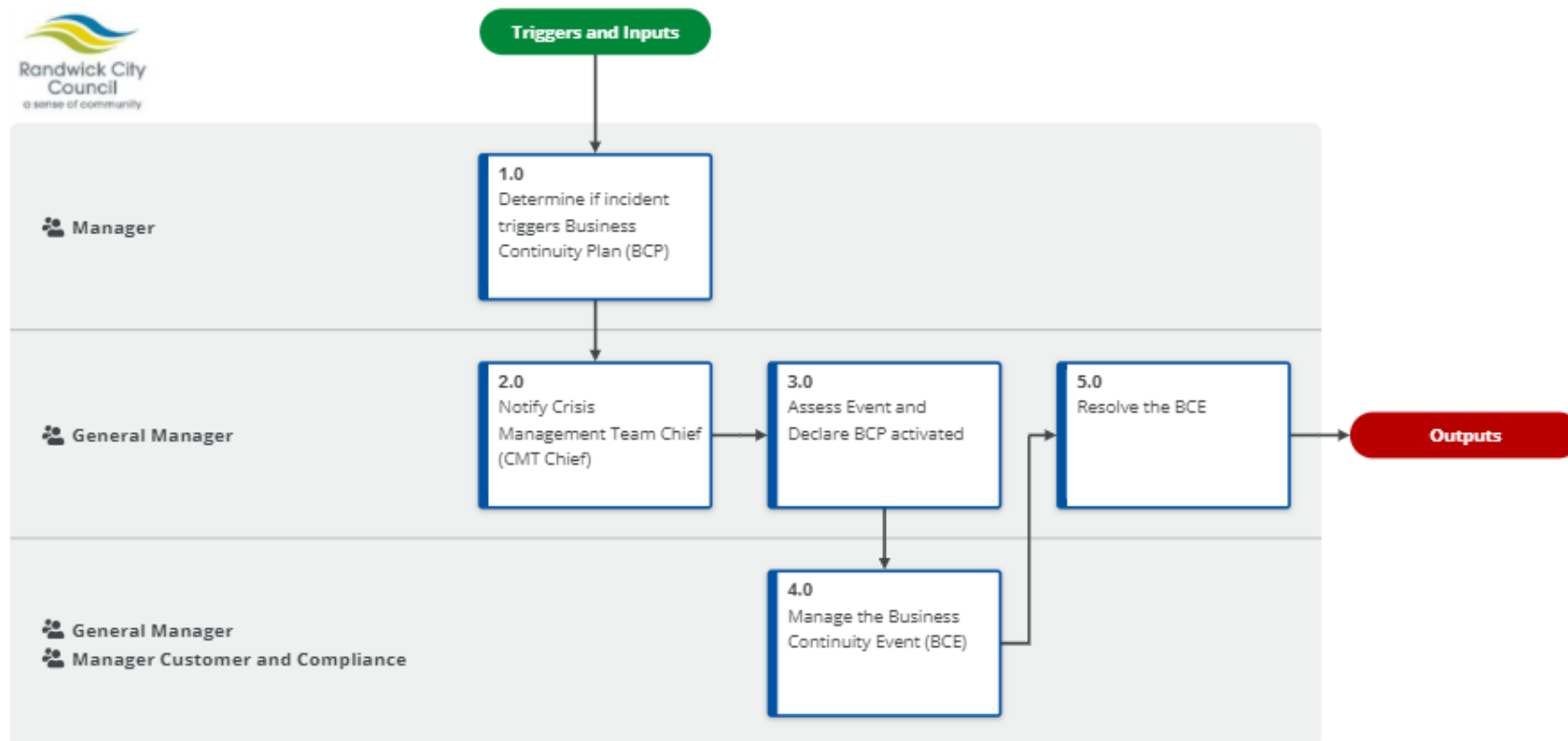
Business Continuity Procedure

14 March 2022

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1. Manage a Business Continuity Event Map




2. Procedure

1.0 Determine if incident triggers Business Continuity Plan (BCP)

Manager

- a Review incident notification.

 **FORM OR TEMPLATE** 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

 **FORM OR TEMPLATE** BCP Contact List


3.0 Assess Event and Declare BCP activated

General Manager

- a Complete Event Details Checklist

 **FORM OR TEMPLATE** BCP Event Details Checklist

- b Complete Damages Assessment Checklist.

 **FORM OR TEMPLATE** BCP Damage Assessment Checklist

- c Refer to Incident Categorisation table

- d Complete Damages Assessment Checklist.

 **FORM OR TEMPLATE** BCP Damage Assessment Checklist

- c Refer to Incident Categorisation table

 **FORM OR TEMPLATE** 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

 **FORM OR TEMPLATE** Business Impact Analysis

> **NOTE** MAO not exceeded

- e Declare a BCE if MAO exceeded.

> **NOTE** What if external stakeholder to take control of BCE

4.0 Manage the Business Continuity Event (BCE)

General Manager, Manager Customer and Compliance




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

 **FORM OR TEMPLATE** BCCC Checklist

- b Complete the CMT chief checklist and keep updated

 **FORM OR TEMPLATE** CMT Chief Checklist

- c Chair meeting with CMT arranged by CMT Coordinator at BCCC

- d Instruct CMT to notify impacted sub plan owners
 **FORM OR TEMPLATE** Sub Plan Categorisation Table
- e Conduct impact analysis regularly, monitor situation, review and develop response strategies
NOTE Periodically complete updated damage assessment checklist
 **FORM OR TEMPLATE** BCP Damage Assessment Checklist
- f Instruct CMT members to coordinate support services such as IT, Property and Insurance, Media and Communications, Risk & Safety etc
 **INFORMATION** Communications team Subplan
- g Maintain effective communication with all stakeholders
- 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

3. Triggers and Inputs

TRIGGERS

Starts	Frequency	Volume
Incident Occurs	adhoc	1 per 10 years

INPUTS

Input	From Process	How is it used
Identify the level of impact of the incident	Incident Notification	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 ratepayers and/or residents? OR an impact on any other division of Council?

4. Outputs and Targets

OUTPUTS

Output	To Process	How is it used
Close the incident	not applicable	Communicate outcome and suitable feedback to all stakeholders and affected employees

PERFORMANCE TARGETS

Measure	Target
Community/employee feedback	For RCC to continue to offer essential services even in the event of a major

RACI

RESPONSIBLE

Roles and systems that perform process activities

ROLES	General Manager, Manager, Manager Customer and Compliance
SYSTEMS	None Noted

ACCOUNTABLE

Roles that ensure that the process is effective and improving.

PROCESS OWNER	David Kelly
PROCESS EXPERT	Olena Golubyeva
AUTOMATION SPECIALISTS	None Noted

CONSULTED

Roles consulted about this process.

