Plan	
Plan Title:	Business Continuity Plan (previously titled: Business Continuity and Disaster Recovery Plan)
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Current Plan adopted by Council:	15 July 2021
Resolution Number:	112/21
Next Policy review date:	2024

PROCEDURES/GUIDELINES	
Procedures/Guidelines Title:	
File Reference:	

RESPONSIBILITY	
Draft Plan developed by:	Manager Audit, Risk and Improvement
Committees consulted in the development of this Plan:	
Responsibility for implementation:	General Manager
Responsibility for review of Plan:	Director of Finance and Administration

Upper Lachlan Shire Council

Business Continuity Plan

Part 1 - Manual

Contents

Document Review

Whenever this document is reviewed and or amended, details must be recorded on this page

Date	Review Summary	Approved Date
June 2021	Version 1	15 July 2021

NOTE: this document must be kept current in accordance with the Monitoring and Review schedule included within this, the Overarching BCP Manual – refer to page 6.

Responsibility

Responsibility for review of this document rests with the **Director of Finance and Administration.**

Related documents:

This document is part of a suite of BCP documents comprising:-

- BCP Pt 1 - Manual (this document)

- BCP Pt 2 - Procedure (including Forms and Templates)

- BCP - BCCC Locations and Contact List

- Divisional Guidelines including identified Critical Business Functions Sub Plans:-

    o Finance and Administration
    o Environment and Planning
    o Infrastructure

All documents work together to form the Business Continuity planning arrangement for Council.

Distribution

Upper Lachlan Shire Council's Business Continuity Plan is to be distributed to all staff and Managers involved in the process of development, implementation and reviewing of this document. This includes those staff nominated as alternate to a key position. The following is the current list of personnel for Continuity Management Team (CMT) to whom a copy of this document has been distributed:-

Issue No.	Member Role	Council Position - Principal	Council Position - Alternate
1	CMT Chief	General Manager	Director of Finance and Administration
2	CMT Member – Finance and Administration	Director of Finance and Administration	Chief Financial Officer Manager Legal, Records and Governance
3	CMT Member – Environment and Planning	Director of Environment and Planning	Manager of Environment and Planning Manager Water, Sewer and Waste
4	CMT Member – Infrastructure	Director of Infrastructure	Manager of Infrastructure Delivery Manager Assets and Design
5	CMT Support Group - Human Resources	Manager Human Resources	WHSE Coordinator
6	CMT Support Group – Media and Communications	Media Officer	Executive Assistant to GM
7	CMT Support Group – Information Technology	Manager IT/GIS	Information Systems Coordinator Information Systems Officer
8	CMT Coordinator	WHSE Coordinator	WHSE Officer Assets and Risk Coordinator
9	CMT Admin Support	Executive Assistant to GM	Media Officer

1. Purpose

Upper Lachlan Shire Council has adopted a comprehensive and integrated approach to the development of a Business Continuity Plan. The purpose of this plan is to build organisational capabilities to support the continued achievements of critical business objectives in the face of uncertainty or disruption.

Council recognises that this, the Business Continuity Plan (BCP) in isolation does not build capability; it provides the approach to establish effective capability. Whilst the plan is important, it is an outcome of the more important planning and analysis process, and is a blueprint to kick-start the response to a business interruption event by effectively implementing the activities outlined in this Plan.

The BCP identifies the required actions, facilities, technical infrastructure, key responsibilities, and processes that will be required to allow Council to effectively respond and recover from a business interruption event.

2. Objectives

The objective of the Upper Lachlan Shire Council's business continuity framework is to provide a mechanism that enables Council and its officers to:-

- Identify business functions that are critical to Council in meeting its business objectives
- Develop resumption plans based on criticality of business functions rather than geographic location
- Build resilience within Council's operational framework
- Identify and document roles and responsibilities for key staff positions
- Minimise the impact of function loss on stakeholders and the community

The BCP provides a framework for management and staff to enable them to implement an agreed response process.

In assessing the business continuity risks of Council it became evident that given the structure of local government a number of inherent advantages were identified such as:

- Multiple facilities providing common services reducing the impact of a single facility loss
- Common IT systems with duplication and access across most facilities
- Ability to transfer staff and tasks to other facilities, and
- The ability to call on adjoining Councils for assistance in service delivery

In the event of a business interruption event, these advantages would suggest the business impact is a reduction in capacity rather than a loss of capability in a particular area, with the exception of water and sewer failures.

3. Authority

1. The Upper Lachlan Shire Council BCP is developed under the authority of the Executive Team (MANEX). Prior to implementation the plan was reviewed and approved by that body.

2. A standing authority is given to the Sub-Plan owners by the Executive Team to implement the actions identified within the sub plans.

4. Use of the Business Continuity Plan

This plan is to be used in the event of a business interruption event that may impact on the ability of Council to deliver business objectives for an extended period that exceeds the maximum allowable timeframe.

Managers and staff with responsibility for the affected areas of the business should be guided by this Plan and the relevant sub plans included herein ensuring a consistent and agreed course of action is implemented.

5. Assumptions

The Business Continuity Plan is intended to provide guidance to Council officers to assist continuity of service for critical functions, where those officers are not normally responsible for managing the specific function affected.

Where the Council officer who is normally responsible for managing the specific function is available, it is assumed that this document will serve as a check document to reduce the possibility for omission of important actions.

6. Monitoring and Review

Monitoring and review is an integral component of the BCP process. Council recognises and is committed to ensure the following monitoring and review strategy is implemented.

No.	Activity for Review	Accountability	Timeframe
1	Business Continuity Plan (overarching Manual)	Director Finance and Administration	Every 3 years minimum
2	Business Continuity Plan (overarching Procedure)	Director Finance and Administration	Biennial Review
3	BCP Divisional Sub Plans - Executive	General Manager	Biennial Review
4	BCP Divisional Sub Plans – Finance and Administration	Director of Finance and Administration	Biennial Review
5	BCP Divisional Sub Plans – Environment and Planning	Director of Environment and Planning	Biennial Review
6	BCP Divisional Sub Plans – Environment and Planning	Director of Infrastructure	Biennial Review
8	Business Continuity Plan Training of key and alternate delegates	Manager Human Resources	Regular training; brief or refresher session
9	Business Continuity Plan Exercise (including key personnel and alternates)	WHSE Coordinator	Biennial desk top exercise Simulation exercise every 2yrs

7. Abbreviations and Definitions

Term	Definition	Abbreviation
Business Continuity	Is the uninterrupted availability of all key resources supporting essential business functions	**BC**
Business Continuity Control Centre	A central base to co-ordinate the response to a business interruption event. To be established at the discretion of the CMT Chief	**BCCC**
Business Continuity Management	Provides for the availability of processes and resources in order to ensure the continued achievement of critical objectives	**BCM**
Business Continuity Plan(s)	A collection of procedures and information that is developed compiled and maintained in readiness for use in the event of an emergency or disaster	**BCP**
Business Impact Analysis	A management level analysis that identifies the impacts of function loss on the organisation. The BIA provides management with data upon which to base risk mitigation and continuity planning decisions	**BIA**
Business Interruption Event	An event that by its duration exceeds the Maximum Acceptable Outage and / or has an adverse impact on business objectives and requires the implementation of the BCP or sub plans	**BIE**
Business Process Assessment	A management tool designed to assist in the identification and assessment of criticality of business processes and functions	**BPA**
Continuity Management Team	An assembly of executive management representatives and other seconded staff formed for the express purpose of responding to an organisational crisis. CMT management structure will overlay all normal management structures during the response process	**CMT**
Corporate Governance	A system by which the organisation is directed and controlled. Corporate Governance activities are represented as four principal components: direction, executive action, supervision and accountability	**CG**
Critical Function Sub Plan	An agreed documented course of actions to be taken in the event of business function loss. Plan describes the key actions required under preparation, response and recovery phases.	**CFSP**
Emergency Event	An event due to an actual or imminent occurrence (such as a fire, earthquake, or epidemic which: 1. Endangers or threatens to endanger the safety or health of staff or visitors to the organisation 2. Destroys or damages, or threatens to destroy or damage, property of the organisation 3. Has the capacity to disrupt operations to the extent that it impacts on business objectives.	**Emergency Event**
Maximum Acceptable Outage	The maximum period of time that Council can tolerate the loss of capability of a critical business function, process, asset or IT application.	**MAO**
Risk Management	The culture, processes and structures that are directed towards realising potential opportunities whilst managing adverse effects.	**RM**

8. Background

8.1. Scope

The object of Business Continuity Planning is to ensure that appropriate resources, structures and protocols are in place to enable for the effective response to a business interruption event that can potentially impact on Council's objectives. The suite of BCP documents is a record of the development processes, implementation stages and resources required by Council to ensure the continued delivery of its critical business objectives.

Identifying and managing business continuity risks is key to Council building resilience and response capabilities within business functions that have been identified as critical by the organisation.

The BCP does not cover requirements associated with a workplace emergency (safety) situation. A separate workplace emergency plan that is the responsibility of the Emergency Services is to be implemented. In all cases of activation of the workplace emergency plan Emergency Services will brief the Continuity Management Team of any implications for business continuity as a result of the emergency plan activation.

8.2. Overview of Business Function Criticality

Determining the Maximum Acceptable Outage (MAO) of a particular business process is integral to the BCP. Loss of a critical business function for a period greater than the MAO generally leads to establishing the Continuity Management Team to direct, oversee and support the emergency, continuity and recovery response phases.

A list of critical functions with their established maximum acceptable outage (MAO) times and information technology requirements for resumption is provided in the ***Business Continuity Plan - Part 2 - Procedure***

Clause 1.3.13 of AS 5050:2010 Business Continuity – Managing disruption-related risks defines a Critical business function as "*a business function or part thereof identified as essential for **survival** of the organisation and achievement of its critical objectives*".

8.3. Overview of Non-Critical Business Functions

For the purpose of this Plan, a non-critical function is a function that has a greater tolerance to "downtime". This is not to say that these functions are not important. This classification is simply providing a mechanism for prioritising better managing the business during a significant interruption event.

It is important to recognise that, should a significant interruption event occur and any of the non-critical functions become or be deemed as critical at the time, that a Sub Plan should developed and included in the BCP as a critical function.

There is provision for non-critical functions to be reviewed on a regular cycle and as such, have been listed and included within each BCP Division Guideline Document for appropriate review and action during and after a business interruption event.
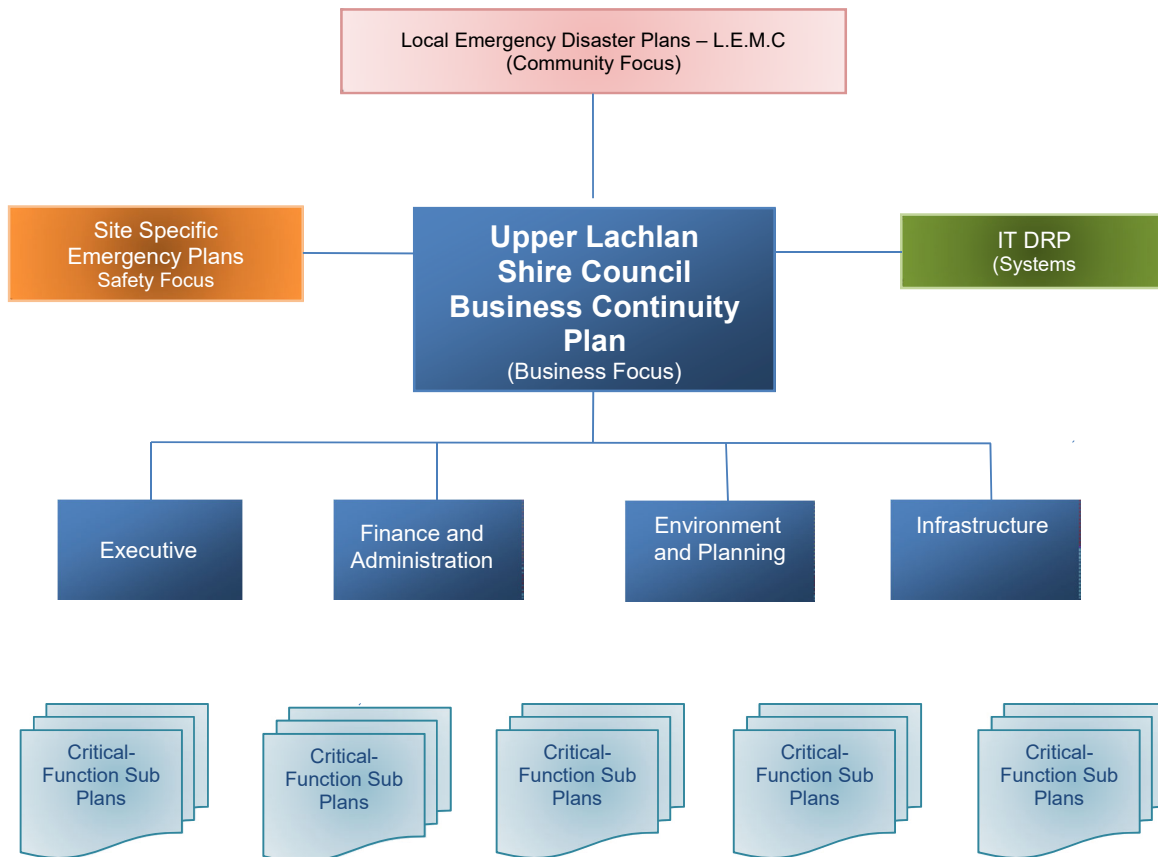
9. Business Continuity – The Process

Business continuity encompasses the identification and risk management of Council's business processes. It involves a staged process that seeks to identify, assess, control and monitor Council's business functions.

9.1. Business Continuity Management Framework

The diagram outlines the relationship of the Business Continuity arrangements in respect of other relevant arrangements.

10. Business Continuity Plan - Methodology

To develop the Business Continuity Plan, the following steps were involved:

10.1. Business Process Assessment (BPA)

This is the identification of Council's business processes and functions within each individual business unit/section/division. Once the functions were identified, an analysis at a whole of organisation level was conducted to determine which functions are considered 'critical' and require further planning to ensure Council has the ability and capability to respond in the face of a continuity interruption event.

10.2. Business Impact and Vulnerability Analysis (BIA)

The Business Impact analysis (BIA) is the process that identifies the impacts of function loss on the organisation. The analysis provides management with the data that will assist and inform planning decisions targeted at risk mitigation and continuity of business.

The BIA was conducted on those functions identified as critical at the business process assessment stage. The BIA is intended to identify the impacts of the function loss on the business and assesses the Maximum Acceptable Outage (MAO).

10.3. Response Strategies

10.3.1. Critical Function Sub Plan (CFSP)

The CFSP identifies the agreed actions that a business process owner will undertake to manage the loss of the function through the emergency, continuity and recovery phases.

10.3.2. Non-Critical Functions

These functions are not required to develop a Sub Plan within this document at this stage. It is the individual Manager's responsibility to determine the most appropriate course of action, should a business interruption event impact on the delivery of these functions.

10.4. Overarching Business Continuity Plan (BCP)

This Plan identifies the key organisation-wide strategies that will ensure the smooth implementation of the plan. It identifies such elements as the responsibilities of key Managers, with particular emphasis on the coordinated direction and effective and timely communication with stakeholders at an organisational level. It does not attempt to identify and plan for every contingency or outage that could occur. However, it provides a flexible framework for the critical function, Sub Plan owners to identify, plan and develop redundancy for their business processes.

10.5. Communication

A critical aspect of managing a business interruption is to have **strict protocols** in relation to communication to and from Council/ staff/ managers/ elected members. There are a myriad of ways people can communicate and the wrong message during a significant event can have serious consequences.

People can be easily tempted to share information through the many channels available through social media.

These strict protocols set by Council must be constantly reinforced and monitored to ensure all staff understand and comply.

10.5.1. Communication with Staff

- Once the Business Continuity event is declared by the CMT Chief, arrangements will be made to contact all staff as a matter of priority;

- Staff are to wait until contacted and instructed before taking any action. That means:-

  o For staff onsite of the affected area, following the emergency procedures, they are to wait for their Manager to provide instructions as to what to do (i.e. *go home, stay, relocate, etc.*)

  o For staff that are not affected by the event, are on leave or are located elsewhere, Human Resources staff will communicate the situation as soon as practicable on a priority basis.

- A main point of contact (name and phone/email) is to be provided to all staff should they need to communicate with Council. This should be a different person to that who is making the staff contacts.

10.5.2. Release of Information - Media Protocols

First of all, Council is to:-

- Ensure Council's Media Officer is prepared to undertake the preparation of media and public communication;

- Confirm that authority to approve any communication rests with the CMT Chief;

- Confirm that the official spokesperson is only the CMT Chief or official appointed Alternate;

- Prepare appropriate and regular information releases.

Rules about information disclosure and Social Media

No person should give information to the media other than the CMT Chief, their Alternate or a member of staff with delegated authority to speak to the media who has been given permission by the CMT Chief to do so. The CMT Chief or appointed Alternate will determine the appropriate communication strategy.

11.   Maintaining the BCP

11.1. Training and Awareness

A key objective of the BCP is to increase the awareness within Council of potential business interruption events that could have a significantly impact on Council. The Plan outlines the response / recovery protocols associated with such an event. Training will play a key role in achieving this objective.

Managers need to be familiar with key deliverables as detailed in the Critical Function Sub Plans and ensure that staff are aware of their roles and responsibilities in the event of a business interruption event.

It is the responsibility of the various Senior Managers to ensure that the requirements and strategies of the BCP are clearly communicated to all staff. This should occur in the following way:

- Through an information awareness session held by each manager with their staff to explain the purpose of the BCP their own role in the implementation and what is require by the staff at each stage of a response strategy, i.e.

    "Go home and wait to be contacted; main point of contact is (provide a phone number, etc.)

- Through staff induction / training programs, include reference to business continuity in the context of sound risk management practices.

- Information and protocol should also be agreed to in respect of notifying elected members to avoid confusion.

11.2. Testing the BCP

The BCP must be continually reviewed and tested to ensure it remains relevant and accurate.

The review also serves to reacquaint the relevant staff and managers with the process and to be ready to implement in a confident and effective manner and that it reflects the current practices of the organisation.

Testing should also be conducted in conjunction with any other emergency arrangement/ plan as well as the IT Disaster Recovery Plan (DRP) to ensure there is a smooth synergy with those plans and arrangements.

Business Continuity Management is a process, not an event. There needs to be active commitment to a pre-planned, annual exercise and maintenance program by Council to ensure BCP arrangements remain viable into the future.

The testing should include all aspects of the BCP, but not necessarily all in one exercise. Major components (Sub Plans) should be reviewed at least annually. Volatile information such as contact lists, or areas that are constantly undergoing changes, should be validated more frequently.

Testing of the Critical Function Sub plans and Overarching Plan will provide management with the assurance that the plan(s) are effective.

Testing of the BCP can be based on any or all of the following methods:

- **Paper Audit**- to ensure that the appropriate documents are available, current and known and accessible by all relevant parties, including personnel nominated as alternate for a role

- **Desktop Exercise** - to ensure that the appropriate documents are available, current and understood by all parties that may be required to implement a response. This includes personnel nominated as alternate for a role. This process tests the knowledge and readiness of personnel to access and apply the process outlined within their relevant Sub Plan/s and overarching BCP.

- **Scenario Based Test** – a structured "walk through" of the BCP where a business interruption scenario event is played out through a mock response strategy; at a divisional or whole of organisation level.

In addition to the test and review of the BCP, any significant changes in Council's operations should also trigger a review of the BCP.

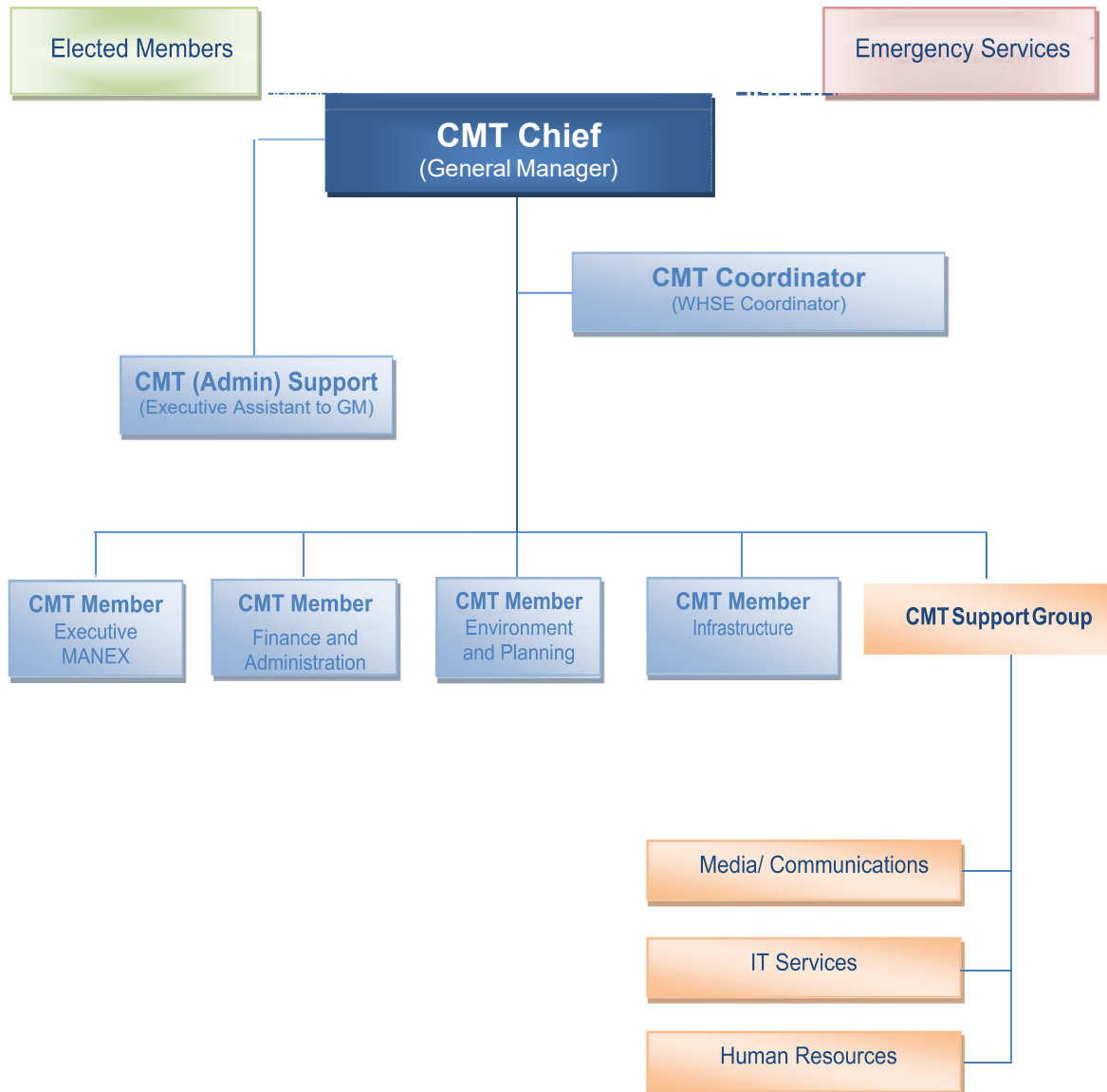Version control of the BCP is co-ordinated through the various position assigned as part of the Business Continuity Management arrangements. Refer to page 6 of this document.

12.   Continuity Management Team (CMT)

12.1.   CMT – Structure

The following is the a Continuity Management Team

Note: *the Emergency Services and elected members are acknowledged in this diagram but are not part of the official CMT Structure*

12.2.   Roles and Responsibilities of the CMT

A successful Continuity Management Team (CMT) relies on expertise from within the organisation, as they are the people that understand the business processes and related risks. Accordingly, the Executive Team (MANEX) are the designated members of the CMT.

The CMT is established to provide a management mechanism that can ensure reporting lines and responsibilities are clear when the BCP is activated. The focus of the CMT is to manage the business interruption event from a corporate perspective while providing guidance and support to the Managers on site. This process is facilitated by the development of pre-determined courses of actions (Sub plans) thus allowing the CMT to focus on the strategic or whole of business response to the business interruption event.

Resilience within the CMT is the responsibility of the CMT. Each position is to have an alternate member identified and trained in the role.

12.3.   CMT Members - Responsibility Statements

A successful Continuity Management Team (CMT) relies on expertise from within the organisation as they are the people that understand the business processes and related risks. Accordingly, the Executive Team members are the designated members of the CMT and charged with implementing the whole of organisation response. However, they still maintain responsibility for the continuity and recovery actions of their individual Business Units.

Responsibility Statements for each position in the CMT have been developed to ensure there are clear and unambiguous directions available for each of the members of the CMT. All responsibility statements are to be approved by the CMT and this action is to be recorded on the statement. On activation of the BCP these statements come into effect. These Statements are listed in Section 13 of this document.

12.4.   CMT Support Group- Responsibility Statements

CMT Support Group comprises areas of Council that provide support at an organisational level to those business functions that have been affected by the business disruption. Typically they would only be required to provide support and or resources to the affected Critical functions and to give specific advice or provide specific support to the CMT. These Statements are listed in Section 14 of this document.

13. CMT Member Responsibility Statements

<table>
<tr>
<td colspan="2" align="center">CMT Chief
Continuity Management Team Member Responsibility Statement</td>
</tr>
<tr>
<td>Staff Position</td>
<td>General Manager</td>
</tr>
<tr>
<td>Alternate during absence</td>
<td>Director of Finance and Administration</td>
</tr>
<tr>
<td>Position Statement</td>
<td>

The CMT Chief position by definition is assumed to be the General Manager.
However, the General Manager does have the discretion to appoint an alternate CMT Chief where the nature or location of the event warrants such action.
The CMT Chief is responsible for declaring a Business Continuity Event and invoking the Business Continuity Plan.
The CMT Chief is required to oversee and manage all resumption activities.
During a workplace emergency (evacuation) the Chief Warden/Emergency Services has authority until the workplace emergency is resolved and control is returned to the GM or CMT Chief if the BCP is to be activated.
The CMT Chief must make decisions as to the best strategy for business resumption based on information received by other CMT members. This strategy is then translated into an action plan by the supporting teams.

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</tr>
<tr>
<td>Knowledge Requirements</td>
<td>
1. High level knowledge of organisation activities and service delivery priorities
2. Community, Business and Regulatory contacts
</td>
</tr>
<tr>
<td>Responsibilities</td>
<td>Responsibilities include:</td>
</tr>
<tr>
<td></td>
<td>
Non- Activation period:

Maintain working knowledge of BCP & relevant Critical Function Sub Plans
Participate in monitor and review activities
Participate in and ensure appropriate levels of training is undertaken

On Activation:

Activate the BCP Notifying and liaising with stakeholders
Provide the focal point in communication to the staff, media and public
Establishing and chairing all CMT meetings (may delegate)
Authorisation of any detailed restoration plan
Delegate tasks and overseeing resumption activities
Monitor the gathering of business interruption event information
Promote the wellbeing and safety of all staff

</td>
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</table>

CMT Coordinator

Continuity Management Team Member Responsibility Statement

Staff Position	WHSE Coordinator
Alternate during absence	WHSE Officer and Assets and Risk Coordinator
Position Statement	The CMT Coordinator is required to:- • assist the CMT Chief in the management of the business resumption activities; • be familiar with the Business Continuity Plan, Critical Function Sub Plans and team responsibilities • report to the CMT on the currency of individual and business level continuity plans and activities
Knowledge Requirements	1. High level knowledge of overarching BCP 2. Understanding of organisation activities and service delivery priorities 3. High level of internal key contacts and accountabilities
Responsibilities	Responsibilities include:

	Non- Activation period: • Pre-event co-ordination of BCP and Sub plans with relevant owners • Co-ordination of training for CMT & CMT SG members • Co-ordination of testing for the Business Continuity Plan • Liaising with Support Group member – Property & Assets in respect of resourcing of Business Continuity Control Centre (BCCC)	**On Activation:** • Set up and Open BCCC on direction of CMT Chief • Notify Insurer and manage the insurance requirements • Set up Display Board and keep information up to date • Assist CMT Chief as required • Monitor operation of CMT and ensure CMT members have access to water, food and breaks as needed • May need to run errands for CMT

CMT (Admin) Support

Continuity Management Team Member Responsibility Statement

Staff Position	Executive Assistant to GM
Alternate during absence	Media Officer
Position Statement	The CMT Support is responsible for the smooth functioning of the Control Centre (if established) and the administrative need of the CMT Chief.
Knowledge Requirements	High level knowledge of internal key contacts and resource knowledge High level knowledge of administrative functions and arrangements
Responsibilities	Responsibilities include:

	Non- Activation period:	**On Activation:**
	• Maintain working knowledge of BCP & relevant Critical Function Sub Plans • Maintain a working knowledge of forms and templates to be used by the CMT during activation	• Provide general administrative support to the CMT Chief (including log of all events and actions, resumption status, CMT members' movements etc.). • If needed, assist with the set-up of the Business Continuity Control Centre (BCCC) and arrange stationery, equipment etc. • Arrange resources to assist CMT members (if required) • Making arrangements for all CMT meetings • Create and maintain a chronological log of meetings and decisions made.

CMT Member – Division

Continuity Management Team Member Responsibility Statement

Staff Position	*Refer to Divisional Guidelines for each key Division*
Alternate during absence	*Refer to Divisional Guidelines for each key Division*
Position Statement	• The Executive Team members are the designated members of the **CMT** and charged with implementing the whole of organisation response. • The Key and Alternate Representative of the Division are assigned the same authority and delegations as all other CMT Members. • However they **still maintain responsibility** for the continuity and recovery actions of their individual business units. • The Alternate position must have the same level of knowledge, expertise and authority in order to perform the same role. • The CMT Member relies on the up to date information provided by Critical Function Sub Plan Owners to inform the CMT and assist for appropriate decisions being made by the CMT Chief. • The business unit activities are to be undertaken by the Critical Function Sub Plan owners in accordance with agreed Critical Function Sub Plans.
Knowledge Requirements	1. High level knowledge of the Division activities and service delivery priorities 2. High level knowledge of Division critical function sub plans 3. High level knowledge of overarching BCP.
Responsibilities	Responsibilities include:

	Non- Activation period:	**On Activation:**
	• Maintain working knowledge of BCP & relevant Critical Function Sub Plans • Participate in monitor and review activities as required • Participate in and ensure appropriate levels of training are undertaken with Critical Function Sub Plan Managers	• Operate as a member of the CMT • Ascertain the impact on business unit activities and report to CMT • Co-ordinate/ oversee business unit Critical Function Sub Plan implementation as required • Monitor implementation against the Business Continuity Plan • Maintain information and report on costs to CMT • Maintain communications with staff

14. CMT Support Group - Responsibility Statements

<table>
<tr><td colspan="2" style="text-align:center">Human Resources
CMT Support Group</td></tr>
<tr><td>Staff Position</td><td>Manager Human Resources</td></tr>
<tr><td>Alternate during absence</td><td>WHSE Coordinator</td></tr>
<tr><td>Position Statement</td><td>This position is required to establish effective communication, protocols and channels with all Staff and relevant stakeholders to provide appropriate information and assistance in a timely manner.

All staff communication arrangements must be approved by the CMT Chief.

You are also required to communicate any temporary measures during a business interruption event.

Maintain a close overview on staff needs impact etc. and report to CMT as required.

This position is also required to maintain the CMT informed of the progress of resumption activities and ongoing impacts on staff in relation to the Critical Function activities and non-critical function activities.</td></tr>
<tr><td>Knowledge Requirements</td><td>1. High level knowledge of the HR processes and procedures and service delivery priorities
2. Efficiently manage staff matters and responsibilities to minimise impact due to disruption
3. High level knowledge of communication protocols.</td></tr>
<tr><td>Responsibilities</td><td>Responsibilities include:</td></tr>
</table>

Non- Activation period:	On Activation:
• Develop and maintain current protocols to access contact details of all staff. • Ensure appropriate staff training is identified and undertaken as appropriate in relation to BCP arrangements for both key and alternate personnel. • Coordinate arrangements for training for new staff with assigned roles in the BCP arrangements	• Ensure the effective management of the state of staff during a business interruption event. • Act as part of CMT Support Group and provide advice to the CMT in relation to the capabilities and capacities of the staff affected by the interruption event • Make available appropriate staff to assist in the response process if required. • Assess the needs of staff during a business interruption event (i.e.: do they need counselling, a break, replacement, etc.) and effect actions as required. • Implement communications protocol.

Information Technology

CMT Support Group

Staff Position	Manager IT/GIS
Alternate during absence	Information Systems Coordinator and Information Systems Officer
Position Statement	The IT Support Officer is required to provide IT and telecommunications restoration support for the business functions impacted by a business interruption event. The IT Support Officer is responsible for providing the business functions with an IT platform as soon as possible, in accordance with established priorities and MAO limits after the interruption event. This position is also required to maintain the CMT informed of the progress of resumption and ongoing impacts to the Critical Function activities.
Responsibilities	Responsibilities include:

	Non- Activation period:	**On Activation:**
	• Maintain Critical Function Sub Plans to ensure they reflect operational requirements • Ensure appropriate levels of staff training required for Critical Function Sub Plans is identified and undertaken as appropriate. • Ensure resources identified within Critical Function Sub Plan are available to enable the plan to be implemented.	• Activation and management of the Disaster Recovery Plan (IT) • Regularly advise CMT of disaster recovery response and systems availability • Supervise the supply and installation of equipment to restore normal services • Providing guidance and assistance to IT users.

Media and Communications

CMT Support Group

Staff Position	Media Officer
Alternate during absence	Executive Assistant to GM
Position Statement	The Media/Communications Officer (MO) is required to establish effective communication protocols and channels with the Staff, stakeholders and media to provide appropriate information in a timely manner. All communication must be approved by the CMT Chief. The MO is also required to communicate any temporary measures in the event of a business interruption event. This position is also required to maintain the CMT informed of the progress of resumption and ongoing impacts to the Critical Function activities.
Responsibilities	Responsibilities include:

	Non- Activation period:	**On Activation:**
	• Maintain Critical Function Sub Plans to ensure they reflect operational requirements • Ensure appropriate levels of staff training required for Critical Function Sub Plans is identified and undertaken as appropriate. • Ensure resources identified within Critical Function Sub Plan are available to enable the plan to be implemented.	• Providing advice to the CMT in relation to the Communication channels still available • As directed by the CMT Chief, coordinate communications, media releases and liaison with relevant stakeholders in an organised manner • Establish a frequency for the issue of information through agreed channels • Bring any serious issues to the attention of the CMT Chief as soon as practicable • Manage media enquiries • Keep a documented record of all media releases on a record as well as a display board for easy reference by CMT

Upper Lachlan Shire Council

Business Continuity Plan

Part 2 - Procedure

Contents

Document Review

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Date	Review Summary	Approved Date
June 2021	Version 1	15 July 2021

NOTE: this document must be kept current in accordance with the Monitoring and Review schedule included within the Overarching BCP Manual document.

Responsibility

Responsibility for review of this document rests with the **Director of Finance and Administration**

Related documents:

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- BCP - Contacts and BCCC Locations

- Divisional Guidelines including identified Critical Business Functions Sub Plans:-

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  - Environment and Planning
  - Infrastructure

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The Upper Lachlan Shire Council Business Continuity Plan is to be distributed to all staff and managers involved in the process of development, implementation and reviewing of this document. This includes those staff nominated as alternate to a key position. The following is the current list of personnel for Continuity Management Team (CMT) current list of personnel to whom a copy of this document has been distributed.

Issue No.	Member Role	Council Position - Principal	Council Position - Alternate
1	CMT Chief	General Manager	Director of Finance and Administration
2	CMT Member – Finance and Administration	Director of Finance and Administration	Chief Financial Officer Manager Legal, Records and Governance
3	CMT Member – Environment and Planning	Director of Environment and Planning	Manager of Environment and Planning Manager Water, Sewer and Waste
4	CMT Member – Infrastructure	Director of Infrastructure	Manager of Infrastructure Delivery Manager Assets and Design
5	CMT Support Group - Human Resources	Manager Human Resources	WHSE Coordinator
6	CMT Support Group – Media and Communications	Media Officer	Executive Assistant to GM
7	CMT Support Group – Information Technology	Manager IT/GIS	Information Systems Coordinator Information Systems Officer
8	CMT Coordinator	WHSE Coordinator	WHSE Officer Assets and Risk Coordinator
9	CMT Admin Support	Executive Assistant to GM	Media Officer

1. Business Continuity – The Process

Upper Lachlan Shire Council has adopted this Business Continuity Procedure and associated documents with a view to anticipate and be better prepared to face the challenges of a significant business interruption event that could impact on Council's key business objectives and ability to continue to provide the services to its customers.

The development of this procedure involved a staged process that sought to identify, assess, control and manage Council's critical business functions immediately following an event that gives rise to the activation of the Business Continuity arrangements.

This document serves to provide clear guidance to the Continuity Management Team (CMT) in the event that a Business Continuity event is declared.

The key personnel assigned to a specific role within this arrangement are required to be fully aware of and understand the requirements in such an event. Key personnel include assigned alternates.

This document is to be used in conjunction with the Division Guidelines for each Division as follows:-

- o Finance and Administration
- o Environment and Planning
- o Infrastructure

Reference must also be made to:-

- o BCCC Locations and Contacts

The overarching document, the Business Continuity Manual contains the overall process and framework of the arrangements. This document is to be used as the learning tool, where this procedure together with the Division Guidelines is the documents that will guide actual implementation.

Whilst this is a practical and step by step document, it is a requirement that key personnel are fully familiar with the process and required actions, using this document only as a support.

1.1. Business Continuity Process flowchart

The implementation process is a practical step by step

Event

Is the event likely to require an emergency response?

NO → Normal Operational management protocols apply

YES

- Prescribed Emergency management protocols apply
- Assessment of affected area by Function Mgr/s

Is event likely to exceed critical function MAO?

NO → Prescribed recovery protocols apply

YES

Detail:
- Nature and time of Incident ;
- Impacted Critical Functions
- Facility/Equipment/Staff Affected
- any response actions implemented

Function Mgr to (immediately) Notify CMT Chief by phone and if possible via email

Initial Assessment by CMT Chief → Formally record details of Incident

CMT Chief to Assemble CMT

Could event impact on Council's ability to achieve business objectives?

NO → Return to recovery operations after emergency is managed. May require additional support to manage any backlog.

YES

Coordinator to open and ready the BCCC ← **CMT Chief declares BCP activated** → Notify Insurer

CMT Chief meets with CMT at the BCCC

Initial Meeting (Agenda) with CMT to
- Conduct BIA
- Manage &monitor situation
- Develop response

Sub Plan Owners
- Implement Sub Plans
- Continue to provide status report to CMT

Coordinate Support Services
- HR – Manager Staff
- IT
- Media/ Communications

2.   Continuity Management Team (CMT)

2.1.   CMT – Structure

The following is the adopted Continuity Management Team

```
┌─────────────────────┐                              ┌─────────────────────┐
│  Elected Members    │                              │ Emergency Services  │
└─────────────────────┘                              └─────────────────────┘

              ┌─────────────────────────┐
              │      CMT Chief          │
              │   (General Manager)     │
              └─────────────────────────┘
                                  ┌─────────────────────┐
                                  │   CMT Coordinator   │
                                  │  (WHSE Coordinator) │
                                  └─────────────────────┘

        ┌─────────────────────┐
        │ CMT (Admin) Support │
        │ (Executive Assistant)│
        └─────────────────────┘
```

CMT Member Executive · CMT Member Finance and Administration · CMT Member Environment and Planning · CMT Member Infrastructure · CMT Support Group

CMT Support Group:
- Media/ Communications
- IT Services
- Human Resources
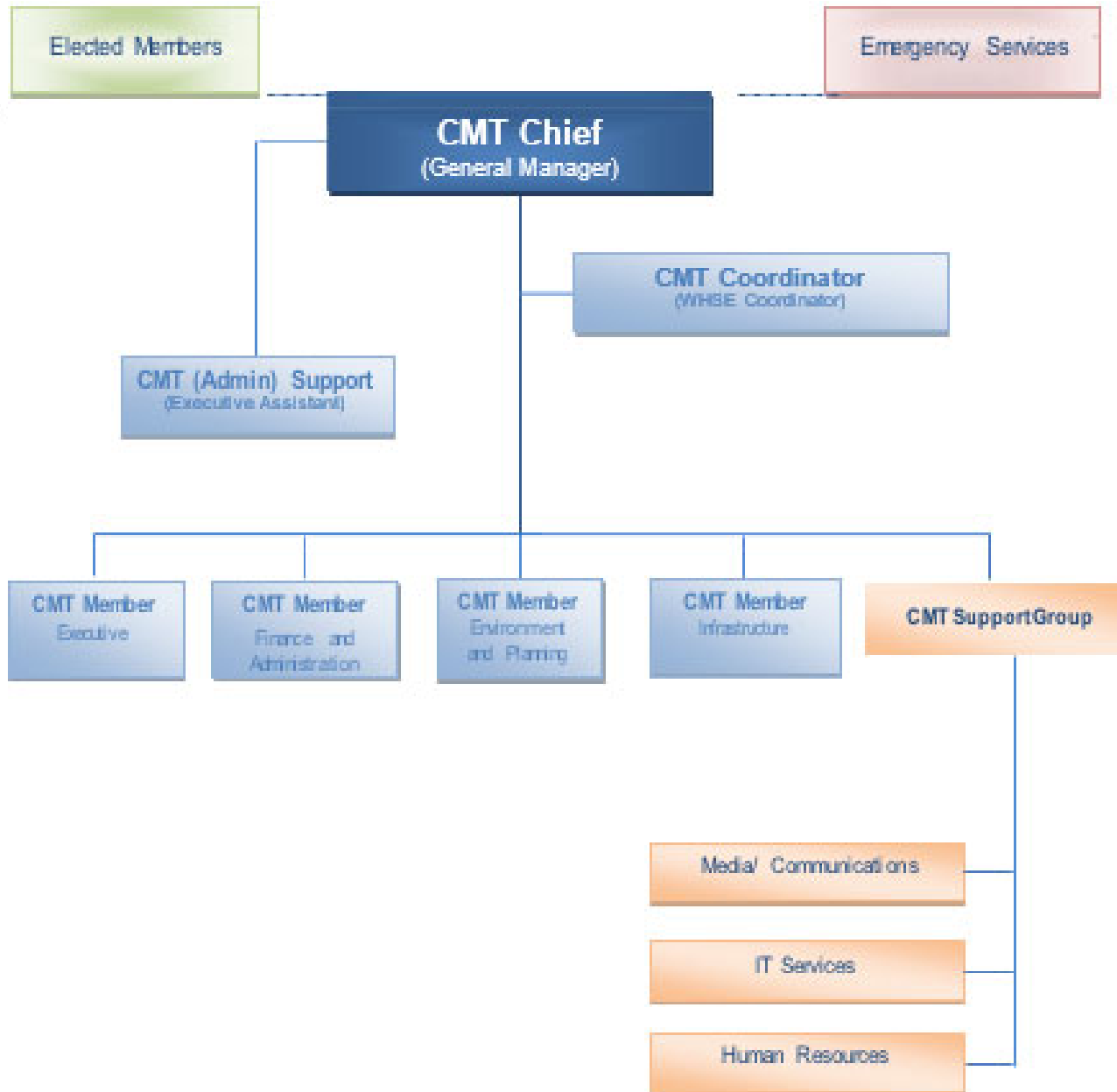
3. Business Continuity Plan Implementation

"The Plan in Action"

3.1. Notification of an Event

On first becoming aware of a possible Business Interruption Event, the **relevant** function Manager is to assess the situation and determine if the event is likely to exceed the agreed "MAO timeframe". If so, immediately notify the **CMT Chief** by phone and where possible, with a follow-up email or personal briefing detailing the key issues including:-

- Nature of the incident – time informed etc.

- Describe business elements impacted (Critical Functions)

- Facility / equipment impacted

- Staff impact

- Any response actions implemented (Critical Function Sub Plan)

- Any media involvement / interest

- Any immediate support requirements.

Elements of the BCP Sub Plans can be implemented at the local level, where appropriate to address an immediate response requirement even if the event is expected to be resolved within an acceptable period.

3.2. Initial Situational Analysis

When notified of a Business Interruption Event, the **CMT Chief** is to:-

a) Formally record details (Admin Support)

b) Assemble the Continuity Management Team (CMT) Members

c) Confirm the details of the incident

d) Conduct preliminary impact assessment (staff, facility and technology infrastructure).

3.3.   Declaration of a Business Continuity Event

Is this a Business Interruption Event?   **YES**   **NO**

The **CMT Chief** is to:-

- Review the preliminary information and if considered necessary, **officially declare** a Business Interruption Event.

- Direct the preliminary communications, both internal and external, for discussion at the initial CMT meeting.

CMT Coordinator is to ensure all items listed in the BCP Form – 1 Business Continuity (Interruption) Event Checklist (see ***Business Continuity Plan - Forms and Templates***), have been actioned.

3.4.   Business Continuity Control Centre (BCCC)

Following the declaration of a Business Interruption Event, the Business Continuity Control Centre BCCC will be opened at the appropriate location.

Depending on the nature and impact of the Business Interruption Event, the CMT will select the most suitable location.

The list of optional BCCCs is found in the contacts list document.

Once the location is selected the resourcing of this centre will be in accordance with the checklist below and is the responsibility of the CMT Coordinator.

BCP Form – 2 Business Continuity Coordination Centre Checklist (see page 21) outlines the requirements of the BCCC and the resources that need to be available.

3.5.   Initial CMT Meeting as the BCCC

The **CMT Chief** is to call the initial CMT meeting to obtain more detailed information from the relevant business areas impacted.

BCP Form 3 – Initial Meeting Agenda template can be found on page 23 of this document.

CMT Members present information that will have been gathered to produce an evaluation of the incident.

CMT Admin Support role is to make a formal record of the meeting, with particular emphasis on items to be actioned. This record needs is regularly reviewed and updated as additional information comes to hand.

3.6.   Business Impact Analysis (BIA)

The Business Impact analysis (BIA) is the process that identifies the impact of function loss on the organisation. The analysis provides management with the data that will assist to inform the response strategies aimed at risk mitigation and ensuring the continuity of critical business functions.

The **Emergency Services/Chief Warden** is to provide intelligence to the CMT Chief in relation to the impact of the event and potential long term impact.

Managers from each of the affected areas begin to assess and determine the level of loss and or damage to

their premises and functions in terms of potential 'down time' and the MAO for each area.

CMT Members collect information from their Managers for discussion and analysis at CMT

Using the information being gathered, **The CMT** begins to assess the situation and to conduct an analysis of the areas affected and overall impact on the organisation's ability to continue to deliver services.

HR initiates communication protocol with staff and advice CMT of the status.

3.7. Communication – Staff and Media

Upon declaration of a business interruption event the following instructions have been developed to provide assistance. However, any restoration plan developed by the CMT will take precedence over the respective instruction.

3.7.1. Communication with Staff

- Contact all staff as a matter of priority;

- Respective Managers are to direct their staff in accordance with the requirements of the Sub Plans and HR staff protocols;

- Staff are to wait until contacted and instructed before taking any action. That means:

  - For staff onsite of the affected area, following the emergency procedures, they are to wait for their Manager of HR to provide instructions as to what to do (i.e.: go home, stay, relocate, etc.)

  - For staff that are not affected by the event, are on leave or are located elsewhere, HR will communicate the situation as soon as practicable on a priority basis.

- A main point of contact (name and phone/email) is to be provided to all staff should they need to communicate with Council. This should be a different person to that who is making the staff contacts.

Rules about information disclosure and Social Media

- The following are rules regarding the disclosure of information: **No person** other than the CMT Chief (or designated alternate with delegated authority by the General Manager) may divulge any information to the media.

- This restriction extends to contractors and other service providers and agencies and should be communicated in any site contractor agreements.

- It is **Prohibited** for any staff, managers, contractors, agents, volunteers or anyone engaged under Council to disclose any information via any means (this includes; phone, email, verbal and all social media channels).

- In the event of a major incident, particularly after-hours, there may be a delay in responding to media enquiries.

- Should any staff member be approached by media representatives for a comment they are only authorised to make the following statement:

> *"I am sorry, but I am not authorised to make any statement at this time. The appropriate personnel are currently being briefed on the situation and a spokesperson will be available to talk to you shortly"*

  o There is no such thing as an *"off the record"* comment.
  o If you are approached by a journalist, please complete the Media Enquiry Record Form as per above.
  o Let the journalist know that someone will return their call promptly.
  o Provide the journalist's details to the Communications Officer as soon as possible, including how the journalist came to contact you.

- The rules governing communication with the media contained in Council's *policies* will apply.

3.7.2.　Release of Information - Media Protocols

Authority to approve all communication and media releases rests with the CMT

Chief. First of all Council is to:

- Ensure Council's Media Officer is prepared to undertake the preparation of media and public communication;

- Confirm that authority to approve any communication rests with the CMT Chief;

- Confirm that the official spokesperson is only the CMT Chief or official appointed Alternate;

- Prepare appropriate and regular information releases.

A sample of an immediate release is found in BCP Form – 4 Media Release – Council Service Disruption (see page 25 of this document).

Emergency Contacts

A list of Emergency Contacts has been prepared including all nominated members of the CMT, their designated deputies as well as key external services – refer Business Continuity Plan - Emergency Contacts and BCCC Locations which is held in each Business Continuity Response Folders.

A copy of this listing should be held off premises by respective CMT & CMT Support Group members and identified alternates to enable the listing to be referenced in the event that access is denied to the premises.

3.8. Response Strategies

Section 3.6 above provides the basis of information required for the CMT and the CMT Chief to make a determination of the appropriate actions. These are called Response Strategies.

Sub Plans

The Sub Plans developed for each Critical Business Function provide initial guidance for each area affected to begin to put measures in place in accordance with their requirements and priorities.

Other Response Strategies

The CMT now begins to formulate a strategy to begin reinstating critical functions in line with and beyond the Sub Plans.

Some of the strategies include, but are not limited to:-

- Ensuring each Critical Function Sub Plans of the areas impacted have been initiated successfully by each Sub Plan Owner;
  - o If not, why not; what is the alternative;
- Establishing the length of time Council will be in BC Mode;
- Management of staff
- Management of media
- Management of information to Elected members
- Establishment of communication lines with Sub Plan Owners. Other Managers, CMT Members (i.e. mode of communication, regularity, etc.)
- Monitor the impact on Non-critical functions and maintain informed.

CMT Members are to direct and communicate with respective Sub Plan Owners within their area of responsibility that have been affected and instruct course of action in line with agreed strategies.

3.8.1.   Business Continuity Critical Functions Sub Plans

Upon discussion with and instruction from CMT, Critical Function Sub Plan (CFSP) Owners, begin to implement the relevant Sub Plan strategies.

CMT Support Group Members for HR and IT to initiate identification and availability of resources as per the priority list and affected Critical Function areas.

For each Critical Business function or process, the minimum resource requirement (including staff, premises, equipment etc.), are to be confirmed and established.

Staff within those affected areas to be notified of situation and deployed as necessary.

3.8.2.   Critical Functions Resource Requirements

Functional areas identified as Critical that have been impacted by the interruption event will be seeking assistance with required minimum resources.

A list of identified resources in the event of a business interruption is detailed below. Sub Plan owners of the relevant functions will be requiring assistance from IT and Assets to source the following:

Should there be limited resources available the distribution will be made in accordance with the priority as listed in line with the MAO period.

List of Critical Functions

Priority	MAO (hours)	Critical Process	Critical Function	Division
1	0.25	Emergency Response	Human Resources	Finance and Administration
1	2	Customer Service	Customer Service	Finance and Administration
1	2	Sewerage Treatment and Pumping	Water, Sewer and Waste	Environment and Planning
1	4	Network/Servers/Telephones/Application Administration	Information Technology	Environment and Planning
1	4	Water Treatment and Supply	Water, Sewer and Waste	Environment and Planning
2	24	Hardware and Leased Equipment	Information Technology	Environment and Planning
2	24	Waste Management	Water, Sewer and Waste	Environment and Planning
2	48	IT Help-Desk	Information Technology	Environment and Planning
3	48	Workforce Planning	Human Resources	Finance and Administration
3	72	Processing of staff salaries	Human Resources	Finance and Administration
3	48	Assets and Roads maintenance	Infrastructure	Infrastructure
5	120	Health and Wellbeing	Human Resources	Finance and Administration

3.9. Implementing Response Strategies

Once identified, evaluated and agreed to be the best most effective course of action, the CMT Chief will authorise the CMT members to begin the implementation of the response strategies.

Consideration should be given to the priority levels assigned for each of the critical functions and ensure they are observed and met.

The implementation stage may also require the authorisation of resources to be deployed as well as expenditures to be approved. The CMT Chief or Alternate must have full delegation as required.

During implementation it is important to allocate a time frequency and accountability to monitor and review the implementation of the agreed strategies and be ready to amend as required.

Depending on the severity of the disruption this stage may be as short as hours or as long as months. Appropriate human resources and relief systems must be implemented to ensure staff are not over worked during this period.

This stage will last until all is in place to return to business as usual and move into the Transition Phase.

3.10. Stand Down Phase

CMT Chief (or officially nominated alternate) is the **only** role with the authority to declare the end of the Business Continuity Phase.

This Phase is used to conduct a Debrief. The CMT Chief meets with the CMT Members and Support Group Members to discuss the performance of the Team, Support Group and Sub Plan owners in view of the resultant outcome of the event.

Each CMT Member is to meet with their respective Supervisors/ Coordinators and seek feedback to discuss at debrief.

Matters to consider include:
- Timeliness of response
- the positives,
- the negatives
- Any resourcing issues (HR; equipment, etc.)
- skills of the Teams
- the effect on staff and management
- communications
- response times
- Any improvements to be made/ lessons to be learned.

All discussions must be recorded and actions acted upon within a reasonable timeframe.

BCP documentation and arrangements should then reviewed and amended in accordance with the outcome of the debrief. Remember to version control.

3.11. Transition Phase

The Transition Stage serves to begin reinstating all business processes back to normal.

At the Transition Phase, Managers/ supervisors from all affected areas begin preparations to return to business as usual mode. This may mean relocation to a newly built facility or return to existing premises.

The CMT meet to discuss:

- The appropriate structure (Team) to manage the transition phase;

- New reporting and communication arrangements;

- Regular monitoring;

- Need for additional resources, etc.

Sub Plan Owners are to:

- Establish arrangements to restore operations from workaround mode to electronic mode. Resources may need to be allowed for this to occur.

- Recall all staff, conduct a debrief and set a plan of action to restore operations. Liaise with HR if there any staff needs counselling or other support.

- Ensure all workaround activities and records are recaptured into Council's official system and a critical check conducted to prevent any omissions and errors.

- Once the transition plan has been completed, reconvene with all staff to make sure all issues have been dealt with and effectively managed

Sub Plan owners are also to arrange a meeting with their respective Director / CMT Member to discuss:

- The outcomes of the event

- Any issues with resources, limitations

- Were there any compliance breaches due to the interruptions

- Any longer term impacts

- Review of identified Critical and Non-Critical Functions and if any changes need to occur

- Any proactive actions that could be taken now to prevent the severity of future impacts.

ALL debrief meetings MUST be RECORDED and any actions implemented within appropriate timeframes.

Finally, Review all BCP Documentation to ensure it reflects any identified improvements.

3.12. Non- Critical Business Functions

A Sub Plan has not been developed for those functions of Council identified as Non-critical.

Upon declaration of a business interruption event and instructions from the CMT Chief, the relevant Critical Function Sub-Plans are activated.

Those business functions considered Non-critical and for which sub plans have not been developed, are to be suspended during the period of the business interruption and business continuity arrangements.

Managers responsible for Non-critical Business Functions are to monitor the effect on these and inform the CMT as and when requested.

Depending on the length of the interruption, Non-critical may at some point require some action. Regular reporting to the CMT on the needs will ensure that strategies are implemented when necessary.

The classification of these functions as non-critical needs to be reviewed on a regular basis and particularly during and following a business interruption event. If considered that they should be classified as 'Critical", then the responsible Manager is to develop a Sub Plan for this Function.

The list of Council business functions identified as Non-critical is as follows:-

Department	Non-critical Function/Business Unit
Executive	
	Tourism
	Economic Development
	Grants
Finance and Administration	
	Financial Management and External Audit
	Legal, Records and Governance
	Library Services
	Internal Audit
Environment and Planning	
	Environment and Planning
	Parks and Biosecurity
Infrastructure	
	Building Maintenance
	Plant Fleet and workshop

4.   Forms and Templates

Business Continuity Procedure

Forms and templates

BCP Form - 1 Business Continuity Event Checklist

The following checklist may assist to ensure the processes identified throughout the **Business Continuity Plan - Response Procedure** are dealt with when responding to a significant business interruption event.

Business Interruption Event Checklist				
Item	**Action Required**	**Action Responsibility**	**Action Completed**	
1. Incident Notification	Initial assessment of incident and assessment of whether impact likely to exceed MAO	Manager of affected Critical Function area	**Yes** **No**	
2. Situation Assessment	Assess situation following emergency and determine whether to declare a Business Interruption Event, based on available information	CMT Chief	**Yes** **No**	
3. Control Centre	Determine appropriate Control Centre location and necessary resources required, subject to incident and premises fit out requirements	CMT Chief; CMT Coordinator	**Yes** **No**	
4. Emergency Liaison	Liaise with emergency services initially subject to emergency procedures and plans. Emergency Services contacts	CMT Chief and CMT Member for affected Critical Function area	**Yes** **No**	
5. Initial CMT Meeting	Initial CMT meeting to obtain further incident detail regarding staff, emergency services, buildings & other property, public relations / media strategy, security, salvage, delegation / review of duties	CMT Chief and CMT Members	**Yes** **No**	
6. Media Liaison	Establish procedure and identify responsible officer for conduct of media contact	CMT Chief	**Yes** **No**	
7. Staffing Impacts	Determine requirements and scope for deployment of staff – refer **Sub-Plans**	CMT Member for affected Critical Function area	**Yes** **No**	
	Consider personal impacts of incident on staff and implement Employee Assistance Program measures as appropriate	CMT Member for affected Critical Function area / HR Manager	**Yes** **No**	
8. Property Impacts	Determine capacity for physical relocation of staff/ establishment of alternative work spaces / facilities, etc.	CMT Member for affected Critical Function area / Property Manager	**Yes** **No**	
9. Technological Impacts	Determine IT impacts and measures to provide temporary services as required – refer Sub-Plans and IT Business Continuity Instructions	CMT Members for affected Critical Function area & Manager of IT	**Yes** **No**	
	Arrange redirection of telephone services, if required	Manager of IT	**Yes** **No**	

BCP Form - 2   Business Continuity Coordination Centre Checklist

Business Continuity Coordination Centre		
Element	**Issues to be addressed**	**Actions Required**
Principal and alternate Locations of BCCC	The primary and alternate locations of the BCCC are listed in the "Critical Contact Details and BCCC Locations" document	Nil
Provisions of telecommunications facilities	Existing infrastructure to be utilised	Nil
Provision of internet facilities	Existing infrastructure to be utilised	Nil
Emergency power requirements for BCCC	No alternate source of power available at nominated sites.	Options to be discussed and determined by Council
Management and Staffing	See Responsibility Statements for nominated positions CMT Chief CMT Admin Support to Chief CMT Members CMT Coordinator CMT Support Group members,	Nil
Media	Dedicated Media Officer as part of Support Group Media are not permitted in the BCCC. The media briefing centre will be determined subject to which site is in operation as BCCC.	CMT Coordinator and Media Officer to establish location for media separate from BCCC
Initial level of activation	BCCC is activated on the authority of the CMT Chief only The CMT Coordinator is responsible for the initial set up of the BCCC	Nil
Standby Stage	At this stage the BCCC is to be brought to a minimal operational capacity with required equipment and staffing as determined by the situation	Action to be undertaken by the CMT
Full Activation	Information Boards required in BCCC • **Current Operations Display Board**, showing all tasks currently being carried out • **Contacts Display Board** Used to display important contact telephone and fax numbers in regular use • **Resources Allocation Board** Showing resources location, resources committed and resources available • **Staff Rosters** for longer or protracted use of the BCCC • **Timing Details** recording of Briefing, meetings Situation Report etc.	CMT Coordinator to arrange

Business Continuity Coordination Centre

Element	Issues to be addressed	Actions Required
	• **Media Releases** Copies of publicly released materials	
	Plans and Documents Hard and soft copies of BCP, including Critical Function Sub Plans	CMT Coordinator to arrange
	Administration Stationery & Equipment list to be developed by the CMT coordinator	CMT Coordinator to arrange
	Extended Operations Staff Roster to be developed if protracted use of the BCCC is expected	CMT Coordinator to arrange
	Briefing Sessions Suitable briefing timing sessions to be identified by the CMT 1. Staff 2. Media 3. Community 4. Elected Members	CMT Coordinator to arrange notification of briefing sessions
Stand Down	Stand down of the BCCC will be at the discretion of the CMT Chief	Nil
	A stand down of the coordination centre may be a gradual phasing down over a period of time or it may be immediate cessation of the operation	

BCP Form - 3   CMT - Initial Meeting Agenda

AGENDA

The CMT Chief is to call the initial CMT meeting to obtain more detailed information from the relevant business areas impacted, including:

This is the standard agenda for the Initial CMT Meeting:

- Staff

- Any associated Emergency Services issues

- Building facilities

- Public relations/media

- Damage/security, and

- Salvage of building and/or IT equipment.

- Ensure all team members understand their responsibilities and their assigned tasks.

During the meeting, information will have been gathered by the various CMT members to produce an evaluation of the incident.

A formal record of the meeting is to be made by CMT Support person with particular emphasis on items to be actioned. This record needs to be regularly reviewed and updated as additional information comes to hand.

Other Issues for consideration include

- Scheduling of site visit

- Identification of affected departments

- Public notification

- Schedule of staff meetings

- Development of initial plan for operations (short term)

- Allocation of temporary work locations.

Sample Form to capture initial information

Information required	Response
Nature of the incident – Date, time	
Who informed?	
Describe business elements impacted (Critical Functions)	
Facility / equipment impacted	
Staff affected (yes/ no/ who/ how bad)	
Any response actions implemented (Critical Function Sub Plan)	
Any media involvement / interest	
Any immediate support requirements.	

BCP Form - 4   Media Release – Council Service Disruption

Media Release

DRAFT

(Date)

Heading

Text

[Name] Council advises residents that on *(insert day & date)* Council's normal *(insert service category, i.e.: Customer Service Centre / water supply / sewer / swimming pool / library / or briefly describe other service category)* operations at *(insert location)* have been disrupted due to *(insert brief description of what caused the disruption).*

The disruption occurred at *(insert approximate time)* on *(insert day & date).* Council staff are putting alternative service arrangements and normal services will be resumed as soon as possible.

Members of the public should monitor local news reports or call (insert phone number)＿＿＿＿＿＿＿＿＿＿＿＿＿for more information.

Council will issue regular updates and will notify residents through the news media of interim arrangements and or when normal services are restored.

Media Contact:
Name, Media Officer/Acting Media Officer, contact numbers

BCP Form - 5   Telephone Redirection Authorisation

(Note that telephone redirection is NOT setup by CMT Coordinator)

- Only Authorised Council account holders (IT Manager and Information Systems Coordinator) are able to authorise for redirection to take effect.

- Emergency Redirections can be obtained by calling **the phone service provider.**

- The following communiqué sample may be used to confirm your requirements with your phone services provider: