


## COUNCIL POLICY

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| <b>Business Continuity<br/>Management</b> | <b>Adopted By Council:</b>  | 27/05/2015                                     |  |
|   | <b>Date/s Revised:</b>      | --/--/--                                       |   |
|   | <b>Next Review Date:</b>    | 04/2017  |   |
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|   | <b>Directorate:</b>         | Corporate & Community Services                 |   |
|   | <b>Responsible Officer:</b> | General Manager Corporate & Community Services |   |

### CONTEXT

Business Continuity Management (BCM) is an essential element in Council's approach to risk management and specifically deals with business disruption risks. BCM provides a structured framework for building organisation resilience with the capacity for an effective response to protect the delivery of critical services, reputation and the interests of customers and the general community in the event of a significant disruption.

### PURPOSE

The purpose of this policy is to ensure Council has a planned management process in place to maintain business resources that will ensure the continuity of critical Council services in the event of a significant business disruption.

### DEFINITIONS

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| <b>Business Continuity</b>                  | means the ability of Council to provide service and support for its customers and to maintain its viability before, during and after a significant disruption.   |
| <b>Business Continuity Management (BCM)</b> | means the process for managing operations following a disruption, to ensure that critical functions can be maintained or restored quickly with minimal impact on staff, customers and the general community. |
| <b>Business Continuity Plan (BCP)</b>       | means an approved and tested document with instructions/actions that provides guidance on system restoration to minimise the impact of a significant disruption.   |
| <b>Business Impact Analysis</b>             | is a series of analyses to determine and to gather information about critical functions, their dependencies and resource requirements.   |
| <b>Critical Functions</b>                   | means a primary business function that must continue in order to support Council services so as not to impact greatly on staff, customers and the general community  |
| <b>Significant Disruption</b>               | means a sudden, unplanned event causing inconvenience, damage or loss to Council's critical business functions.  |

## **POLICY**

The Borough of Queenscliffe recognises the potential strategic, operational, financial and stakeholder risks associated with business interruption. Ensuring the provision of critical services to the community is a fundamental obligation of Council and is supported by the Chief Executive Officer. Council recognises and supports the need to have an operational business continuity program in place that incorporates best practice standards in accordance with AS/NZS 5050:2010 Business Continuity – Managing disruption-related risk.

Council authorises the Chief Executive Officer to undertake any appropriate action necessary to recover from a significant disruption that causes partial or total business interruption.

### **1. Policy Principles**

The objective of the BCP is to ensure that appropriate structures and protocols are in place to minimise the impact on Council's operations by enabling Council to restore critical functions following a significant disruption. Effective business continuity management will increase Council's resilience when a business disruption event occurs.

### **2. Business Continuity Plan**

The BCP will document a business impact analysis of each Council program service area to identify the critical business functions at the Borough of Queenscliffe. The BCP will also document the processes and resources required by Council in the delivery of those critical functions in the event of a significant business disruption. A process of monitoring and reporting on the BCP will be established.

### **3. Roles and Responsibilities**

The BCP defines the roles and responsibilities of the members of the Business Continuity Committee and will be appointed by the Chief Executive Officer.

In responding to a business interruption, the Chief Executive Officer (or nominated person) will assume the position of Chairperson of the Business Continuity Committee and will activate the BCP.

The Business Continuity Committee will be responsible for monitoring the application of the BCP and evaluating the outcomes following testing and actual disruptions.

The Risk Management Committee will monitor the implementation and testing of the BCP. Activities will be reported to the Executive Management Team and the Audit Committee.

### **4. Continuous Improvement**

The Borough of Queenscliffe is committed to continually improving BCM processes consistent with applicable standards, guidelines and legislative requirements.

## **OTHER REFERENCES**

Council Policy CP017 Risk Management

Australian Standard, AS/NZS 5050:2010 Business Continuity – Managing disruption-related risk

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