

# BUSINESS CONTINUITY MANAGEMENT SYSTEM POLICY

## (COMMUNITY POLICY)

### 1. Scope

The Business Continuity Management System (BCMS) Policy ('this Policy') applies to all Livingstone Shire Council (Council) employees.

### 2. Purpose

The purpose of this Policy is to ensure Council mitigates against and responds to business interruptions which threaten its critical business objectives, functions, and services. Along with the supporting procedures, it defines the approach by which business continuity will be established and maintained.

This Policy aims for Council to continue to operate some or all its critical business objectives, functions, and services with minimal disruption or downtime, during events that may:

- Threaten a major service e.g., water supply;
- Damage the organisation's financial performance;
- Harm the health and well-being of employees, customers, surrounding communities or the environment;
- Considerably impact Council's reputation; and/or
- Impact business as usual e.g., access to Council's critical business objectives, functions, and services.

This Policy promotes a whole-of-Council approach and may require staff from less critical areas to be temporarily re-deployed into more critical business objectives, functions, and services, where their skills and experience meet a requirement. This secondment may remain in place until 'business as usual' arrangements are back in place.

### 3. References

#### Legislative reference

*Local Government Act 2009*

*Workplace Health and Safety Act 2011*, and associated Regulations and Codes of Practice

#### Related documents

AS 3745:2010 – Planning for Emergencies in Facilities

Audit, Risk, and Improvement Policy

Business Continuity Activation Procedure

Business Continuity Governance Procedure

Enterprise Risk Management Policy and Procedures

Emergency Communications Arrangements Plan (being developed as part of the BCP project)

ISO 22301:2020 – Security and Resilience – Business Continuity

ISO 31000:2018 – Risk Management Guidelines

#### 4. Definitions

To assist in interpretation, the following definitions shall apply:

Business Continuity	The uninterrupted availability of all key resources supporting critical business objectives, functions, and services.
Business Continuity Management System (BCMS)	Provides for the availability of processes and resources in order to ensure the continued achievement of critical business objectives, functions, and services.
Business Continuity Governance Group (BCGG)	Membership of the Business Continuity Governance Group will consist of the Chief Executive Officer, Executive Leadership Team Members, or alternative proxies (where key Executive Leadership members are responding to coinciding natural disaster events or unavailable) and key support staff.
BCMS Procedures	The procedures and tools developed and maintained in to prevent, prepare for, respond to and recover from business interruptions.
Crisis	<p>A situation caused by an unexpected event that brings about significant disruption to routine activities and processes and requires immediate response. In the context of Livingstone Shire Council, a crisis:</p> <ul style="list-style-type: none"> <li>• may be managed within a defined department or functional area;</li> <li>• may escalate to a degree that it cannot be managed within the resources available to the Manager of the affected unit;</li> <li>• may involve multiple Council departments;</li> <li>• may involve an imminent and significant risk to health and safety; and/or</li> <li>• is likely to generate media attention or require a public relations campaign.</li> </ul>
Critical business objectives, functions, and services	This areas, services or functions across Council which have been deemed as required to continue during business interruptions as part of the Business Impact Analysis, and an appropriate outage threshold applied.
Disruptive Event	An event that by its duration exceeds maximum acceptable outage and/or has an adverse impact on critical business objectives.
Outage Threshold	The maximum allowable outage period, which may relate to a Council portfolio, business unit, function or team. This relates to the critical business objectives, functions, and services which have been identified listed in <i>Attachment 1</i> .
Sub-Plan/s	An agreed documented course of actions to be taken in the preparation, monitoring, response, and recovery phases of a business continuity disruptive event. Sub-Plans may relate functionally –to a portfolio, business unit, function or team of Council, or relating to a specific asset that is significant to Council’s operations and delivery of critical business objectives, functions, and services to the community.
Sub Plan Owner	The Council employee who leads and manages the portfolio, business unit, function or team Sub Plan.

## 5. Policy Statement

This Policy is in accordance with Section 9(1) of *Local Government Act 2009* which states that a “local government has the power to do anything that is necessary or convenient for the good rule and local government of its local government area.”

The purpose of this Policy is to ensure Council can remain operational to exercise related powers to deliver critical business objectives, functions, and services to the community as required during times of disruption.

### 5.1 Policy Intent

This Policy focuses on minimising the impact of a disruptive event on Council’s workforce, operations, and the delivery of critical business objectives, functions, and services to the community. It ensures that Council can continue to offer critical business objectives, functions, and services, based on priority, to the Livingstone community during a disruptive event and/or return to normal business in a timely manner.

The BCMS Procedures provide processes which support the management of a disruptive event and identifies relevant roles and responsibilities, key processes, activities, and Sub-Plan actions required during activation and non-activation.

This Policy determines outage thresholds for Portfolios, Business Unit, Functions and Teams Business Continuity Sub-Plans. They are shown at *Attachment 1*.

### 5.2 Business Continuity Governance Environment

The implementation of this Policy is conducted through the establishment of the Business Continuity Governance Group (BCGG). They provide oversight, leadership, in the implementation of this Policy. This is shown in *figure 1*.

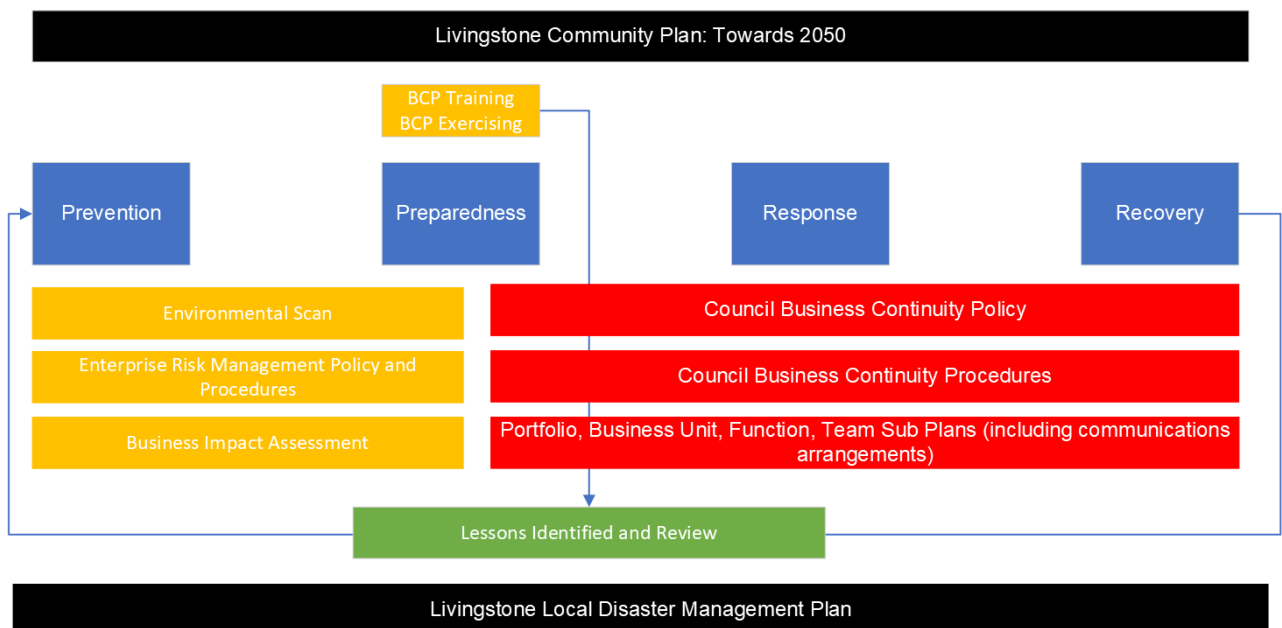


Figure 1: Business Continuity Governance Environment

### 5.3 Membership of the Business Continuity Governance Group

The membership of the BCGG is as follows:

- Chief Executive Officer (Leader)
- Executive Director Liveability and Wellbeing
- Executive Director Infrastructure

- Chief Human Resource Officer
- Chief Technology Officer
- Chief Financial Officer

When in response to a BCGG activation, the BCGG extends its membership to include a support Group which is comprised of:

- Managers (of activated Sub Plans)
- Manager Customer Engagement & Communication
- Manager Community Wellbeing
- Coordinator Safety

#### 5.4 Warnings and Communications

Each Sub Plan established under this policy contains information on how Council will communicate internally and externally with relevant parties, including by what means, and document redundancy communication streams during times of activation of the BCMS. The Manager Customer Engagement & Communication forms part of any team which activates their Sub Plan. In addition to this Council has developed a Public Information and Warnings Sub Plan under the Livingstone Local Disaster Management Plan which governs how communications are undertaken when operating under the *Disaster Management Act 2003*.

#### 5.5 Competence and Assurance

Council employees are required to undertake and maintain annual training and exercising to ensure Council is prepared to respond as required. These programs range from informal on-the-job training, formal qualifications and attending small, medium, or large exercises.

Annually, each Sub-Plan owner is required to report to the BCGG, to provide assurance that across their Portfolios, Business Unit or Teams that the:

- current competence exists to respond to a Sub-Plan activation;
- Sub-Plan has been exercised; and
- Sub-Plan has been reviewed based on the outcomes.

To provide overview and assurance on business continuity management, it will form part of the scope and responsibilities of the Audit, Risk and Improvement Committee.

### 6. Changes to this Policy

This Policy is to remain in force until any of the following occur:

1. The related information is amended/replaced; or
2. Other circumstances as determined from time to time by the Council.

### 7. Repeals/Amendments

Version	Date	Action
1.0	16/08/2022	New Policy Adopted
1.1	1/09/2022	Administrative Changes ('Critical business objectives, functions, and services' added to Definitions table, and consistent application of term applied to whole of document).

**CALE DENDLE**  
**CHIEF EXECUTIVE OFFICER**

# Attachment 1 – Outage Thresholds for Functions in Council Portfolio’s and Business Unit Level - Maximum Outage Level (2022)

