

# Business Continuity

Corangamite Shire

March 2024



**CORANGAMITE  
SHIRE**

# Council Policy



## Business Continuity

### Introduction

Business Continuity Management (BCM) establishes a framework within the Corangamite Shire Council Risk Management Framework to address disruptions to the delivery of services. It deals with undesirable event(s) which have occurred, and the action required to maintain the provision of services. To this extent, it complements the overall risk management process which deals with the possibility of the occurrence of undesirable events (including outages) that may occur, and the analysis and proactive treatment of such events.

### Purpose

This policy defines Council's approach to business continuity management and the principles by which business continuity plans will be developed and maintained. This policy is supported by the Business Continuity Framework which provides the mechanism for the development of contingent capacity and associated plans.

“Contingent capacity and plans enable management to quickly focus on stabilising the situation and maintaining or resuming the most critical functions while still working in a planned way towards the eventual restoration of routine operations and full achievement of objectives”. AS/NZS 5050:2010

### Scope

This policy applies to council-based crises that impact Council's ability to deliver critical services. Events requiring a community emergency response such as flood/fire involve the activation of the Municipal Emergency Management Plan. These incidents are typically managed through Council's MERO, however there may be an interconnectedness between the two plans.

### Definitions

**Business Continuity Management** – A framework for identifying an organisation's risk of exposure to internal and external threats, with the ability to effectively respond to such threats and protect the business interests of the organisation.

- **Business Continuity Plan** – A plan established by an organisation, identifying potential impacts that threaten the organisation and providing a framework for building resilience and the capability for an effective response that safeguards the interests of its key stakeholders, reputation, brand, and value creating activities
- **Business Impact Analysis** - The process that assesses the quantitative and qualitative loss that might occur if the business were to suffer a major business interruption. The findings from the BIA are used to inform a business continuity planning strategy and solution.

- **Business Recovery Team** – The group responsible for the implementation of the BCP should it be invoked. This group is given prime responsibility for ensuring that the Plan is implemented when required.
- **Critical Service** – A service that, if not delivered, would have a major or catastrophic impact on Council's reputation, client health, legislative or contract compliance, service delivery, financial performance, and public health and safety.
- **Risk** – The effect of uncertainty on objectives

### References

- The Corangamite Shire Business Continuity Framework is based on the standard AS/NZS 5050:2020, Business Continuity- Managing disruption-related risk, ISO 22301:2019 Business continuity management systems and RM Standard ISO 31000:2018.

### Policy Detail

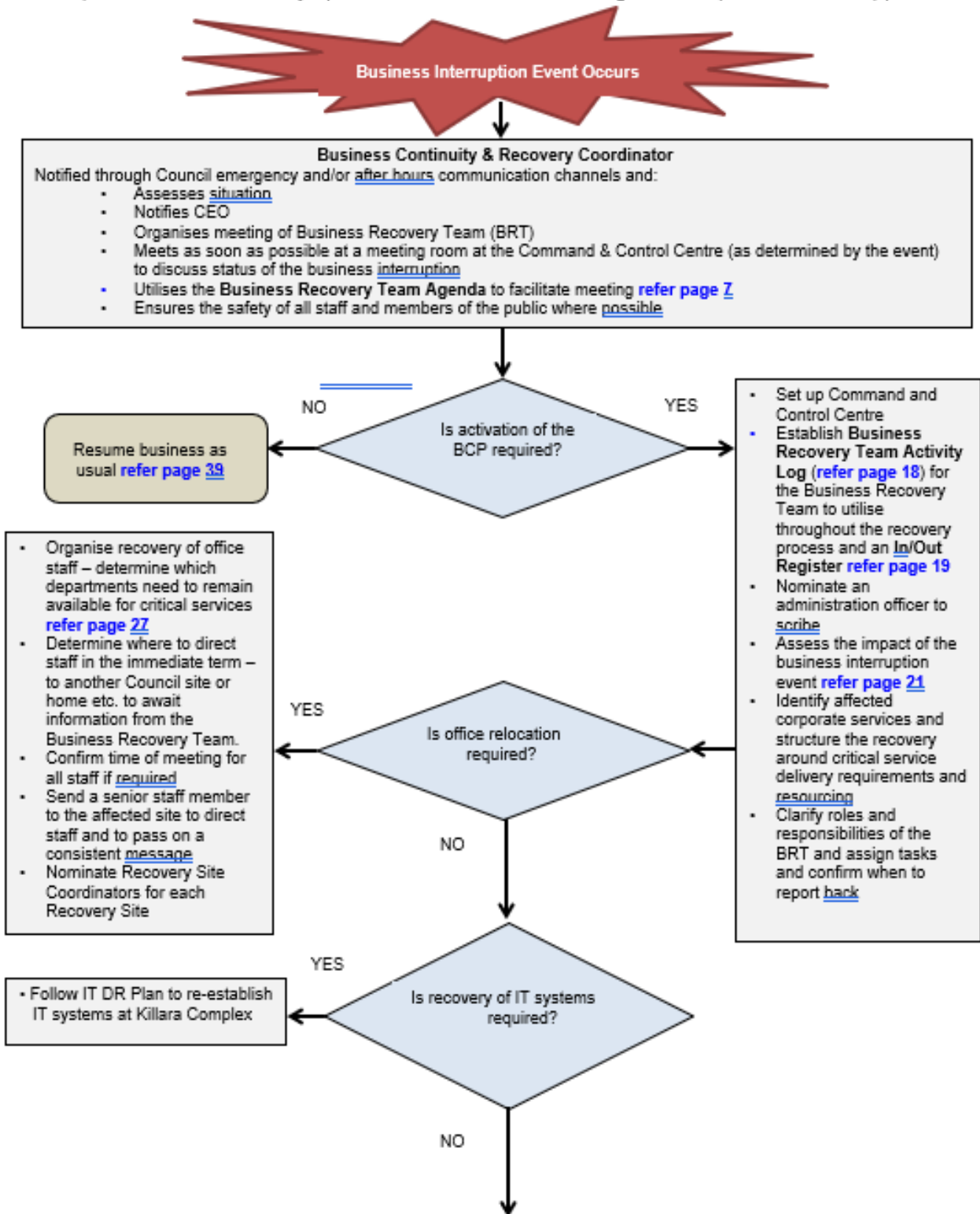
Business Continuity Management (BCM) is an important element in Council's overall approach to risk management and deals specifically with disruption-related risks. These risks are addressed through the application of the Business Continuity Framework through which:

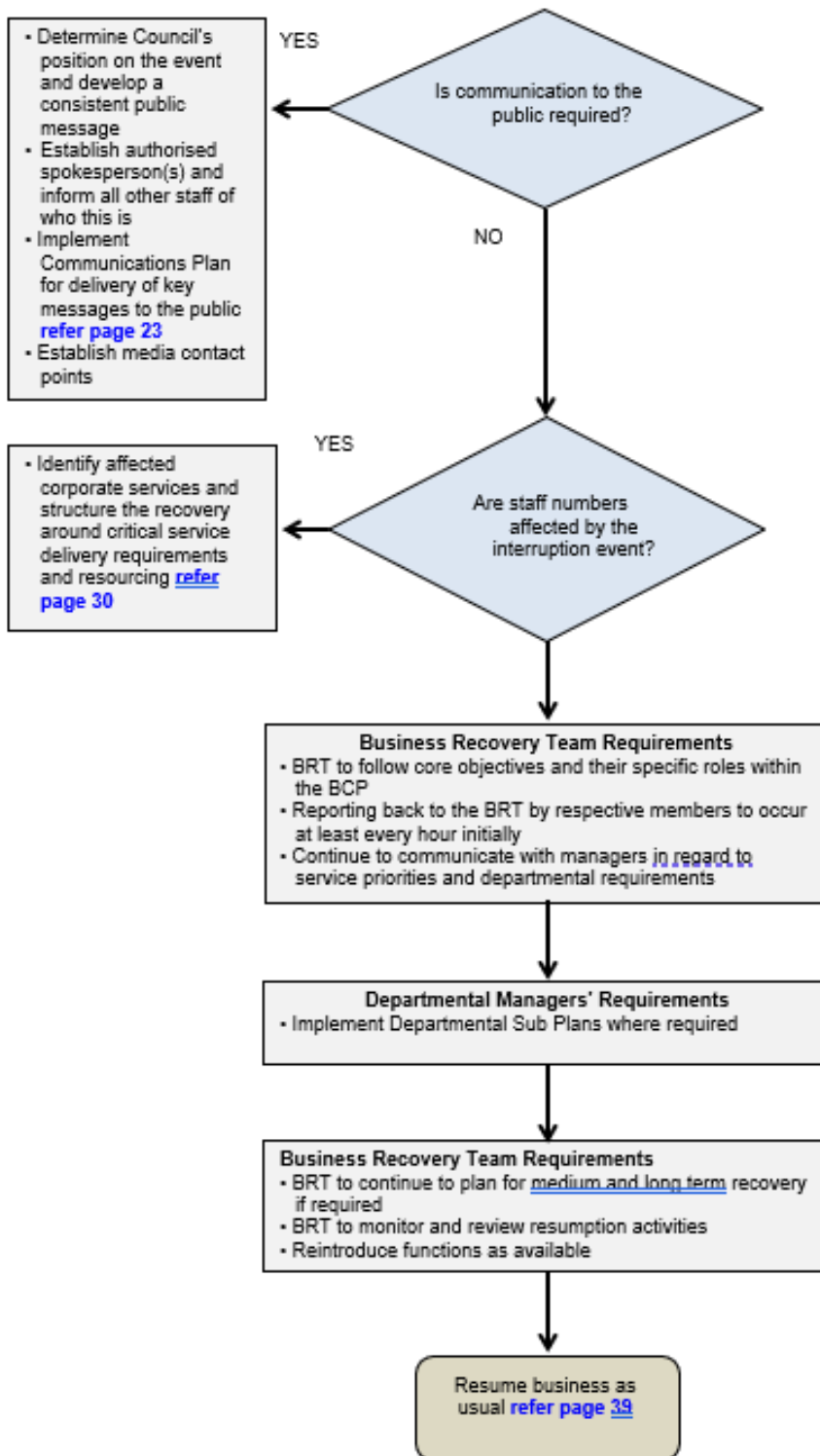
- critical functions affecting the provision of services are identified,
- procedures to deal with disruptions effectively and efficiently are detailed,
- key organisational positions/personnel responsible for the implementation response and recovery plans are detailed.
- high priority services and operations, which in the event of disruption must be re-established as quickly and efficiently as possible are detailed.
- communication procedures to ensure stakeholders (public, staff and council) receive appropriate and timely information are detailed.

Council's Business Continuity Management Framework is summarised over the following two pages.

**BUSINESS CONTINUITY SUMMARY – KEY ACTIONS**

The following flow chart provides an overview of the broad business continuity process to be utilised by the Business Recovery Team when coordinating the organisational requirements in response to the business interruption event. It outlines major points for consideration at each stage of the response and recovery process.





### **Monitoring and Reporting**

Business Continuity Plans will be reviewed at least six monthly and tested annually. Review and testing of the Plan is carried out under the authority of the CEO using the Business Continuity Framework.

### **Testing and Training**

It is important that key personnel undertake regular training. Training will include a desktop test or test exercise, at least annually, facilitated by an external expert.

**Policies and Procedures.** This policy should be read in conjunction with the Corangamite Shire Council Risk Management Framework health, safety and risk-related policies and procedures.

### **Accountabilities and responsibilities**

- **Audit and Risk Committee.** Receive status reports and provide direction on strategic risk management processes incorporating the Business Continuity Plan.
- **Chief Executive Officer.** Provide overall direction for business continuity management across all areas of Council's business.
- **Directors.** Enact the Business Continuity Plan when required. Facilitate and provide direction during prevention, preparedness and recovery phases (as defined in the BC Framework).
- **Director Corporate & Community Services.** Act as Business Continuity & Recovery Coordinator (as defined in the BC Framework).
- **Manager HR/RM.** Develop and maintain Business Continuity framework including the BCP. Conduct BCP testing and maintain BCP records.
- **Risk Management Coordinator.** Coordinate business continuity planning and testing. Maintain the Corporate Risk Register (as defined in the Risk Management Framework) inclusive of those Business Continuity related risks.
- **Managers.** Review Business Impact Analysis findings for areas of responsibility to ensure disruption prevention and preparedness. Develop and implement the Business Continuity Plan if required to ensure critical services are resumed efficiently and effectively following a significant disruption.

Further accountabilities and responsibilities are detailed in the Business Continuity Framework as part of the overall Risk Management Framework.

### **Gender Impact Assessment**

Not required.

### **Human Rights**

It is considered that this Policy does not impact negatively on any rights identified in the *Charter of Human Rights and Responsibilities Act 2006*.

### **Review Date**

March 2026