

Whyalla City Council

Business Continuity Plan

Prepared by LGRS – Risk Management



Issue: Issue Two

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LGRS

Local Government Risk Services was established to manage and service the unique risk management and insurance needs of Local Government in South Australia. Our extensive history of meeting the needs of Local Government has resulted in the evolution from our traditional insurance broking services to the establishment of very successful self-insurance schemes such as the LGA Workers Compensation Scheme and the LGA Mutual Liability Scheme. Local Government Risk Services has continually developed an industry wide approach to all insurance and risk management issues and in more recent years this has been extended to include new self-insurance schemes for Council assets, motor vehicles and the income protection needs of employees. As Local Government continues to develop in SA, LGRS is working with all Councils to ensure we can jointly identify opportunities to minimise risks through the introduction of proactive systems and processes in the area of risk management, claims management and insurance risk transfer. These services are available in both metropolitan and regional areas, which again reflect our commitment to service the needs of our entire local government client group.

Our services include:

- Organisational Risk Management
- Emergency Management
- Workplace Emergency & Evacuation Planning
- Business Continuity Planning
- Environmental Management Systems
- Safety Management Systems
- Property Risk Assessment
- Fraud and Security

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Document Review

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

Date	Review Summary
November 2015	Reviewed by Manager City Services and advised document was correct as is. Minor changes made to reflect current position titles and group names.

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 point of reference to co-ordinate the response to a business interruption event. To be established at the discretion of the CMT Director.	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 Process Assessment	A management tool designed to assist in the identification and assessment of criticality of business processes and functions	BPA
Business Impact Analysis	A management level analysis which 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
Non Critical Function Action Plan	An agreed documented course of action that identifies mitigation, response and recovery actions for business functions identified as non critical.	Non Critical Function Action Plan
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
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
Emergency Event	An event due to an actual or imminent occurrence (such as a fire, earthquake, or epidemic which: <ol style="list-style-type: none"> 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
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
Risk Management	The culture, processes and structures that are directed towards realising potential opportunities whilst managing adverse effects.	RM

Introduction

Purpose

The Whyalla City Council has adopted a comprehensive and integrated approach to the development of a Business Continuity Management 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 plan (Business Continuity Plan) in isolation does not build capability, it provides the approach to establishing 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.

This plan identifies the required facilities, technical infrastructure, key responsibilities, and processes that will be required to position Council to be able to respond and recover from a business interruption event.

Objectives

The objectives of the Whyalla City 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 business continuity plan provides a framework for management and staff to enable them to implement an agreed response process.

In assessing the business continuity risks of The Whyalla City Council it became evident that given the structure 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.

Use of the BCP

This plan should be used in the event of a business interruption event that may impact on the ability of The Whyalla City Council to deliver business objectives. Managers and staff with responsibility for impacted areas of the business should use the BCP and any relevant sub plans to ensure a consistent and agreed course of action is implemented.

Assumptions

The BCP 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.

Limitations

It is not the intent of this document or process to develop Information Technology Disaster Recovery (ITDR) plans. This process will however identify from a business perspective the business requirements for Information Technology resources that support the delivery of business critical function. This information should then be used to inform the development of ITDR plans.

Audience – Distribution

The intended audience for The Whyalla City Council Business Continuity Plan is:

- Council
- Executive Team
- Critical Function Sub Plan Managers and Staff
- Non Critical Function Action Plan Managers and Staff.

The plan is available to all Managers and staff via Councils intranet and is to be reviewed annually by the executive.

Authority

1. The Whyalla City Council Business Continuity Plan has been developed under the authority of the managing executive. 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 managing executive to implement the actions identified within the sub plans.

Training and Communication

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

Initial training has been provided by the process facilitators however one of the benefits of a facilitated process is that engagement and ownership of the BCP is developed at the business unit level. Training was provided to the Senior Management Team as part of the BCP implementation. It will be the responsibility of the various Senior Managers to ensure that the requirements of the BCP are communicated to all staff and that induction/ training programs include reference to business continuity in the context of sound risk management practices.

Managers should 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.

Validation and Testing

Business Continuity Management is a process, not an event. Once the BCP has been prepared, commitment to a pre-planned, annual test plan and maintenance schedule is required by Council to ensure BCP procedures remain viable into the future.

The testing should include all aspects of the BCP, but not necessarily all in one year. 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.

In addition to the annual test and review of the BCP, any significant changes in The Whyalla City Council's operations should also trigger a review of the BCP. Version control of the BCP should be coordinated through the CMT – Coordinator.

Monitoring & 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.

	Activity for Review	Accountability	Timeframe
1	Business Continuity Plan (overarching plan)	Continuity Management Team	Monitor annually and action as required
2	Business Continuity Plan Training	Continuity Management Team	Annual training brief or refresher session
3	Business Continuity Plan Exercise	Continuity Management Team	Annual desk top exercise Simulation exercise each 2 years
Executive			
4	Critical Function Sub Plans	CEO	Annual Review
Finance & Corporate			
5	Critical Function Sub Plans	Group Manager	Annual Review
Community Services			
6	Critical Function Sub Plans	Group Manager	Annual Review
Engineering and Infrastructure			
7	Critical Function Sub Plans	Group Manager	Annual Review
Planning and Development			
8	Critical Function Sub Plans	Group Manager	Annual Review

Overview of Business Function Criticality

Integral to the BCP is the determination of the Maximum Acceptable Outage (MAO) of a particular business process. The loss of a critical business function for a period greater than the MAO will generally result in the establishment of the Continuity Management Team to direct, oversee and support the emergency, continuity and recovery response phases.

The following table summarise the functions as identified as critical, the maximum acceptable outage for that function and what Information Technology services are required to facilitate resumption.

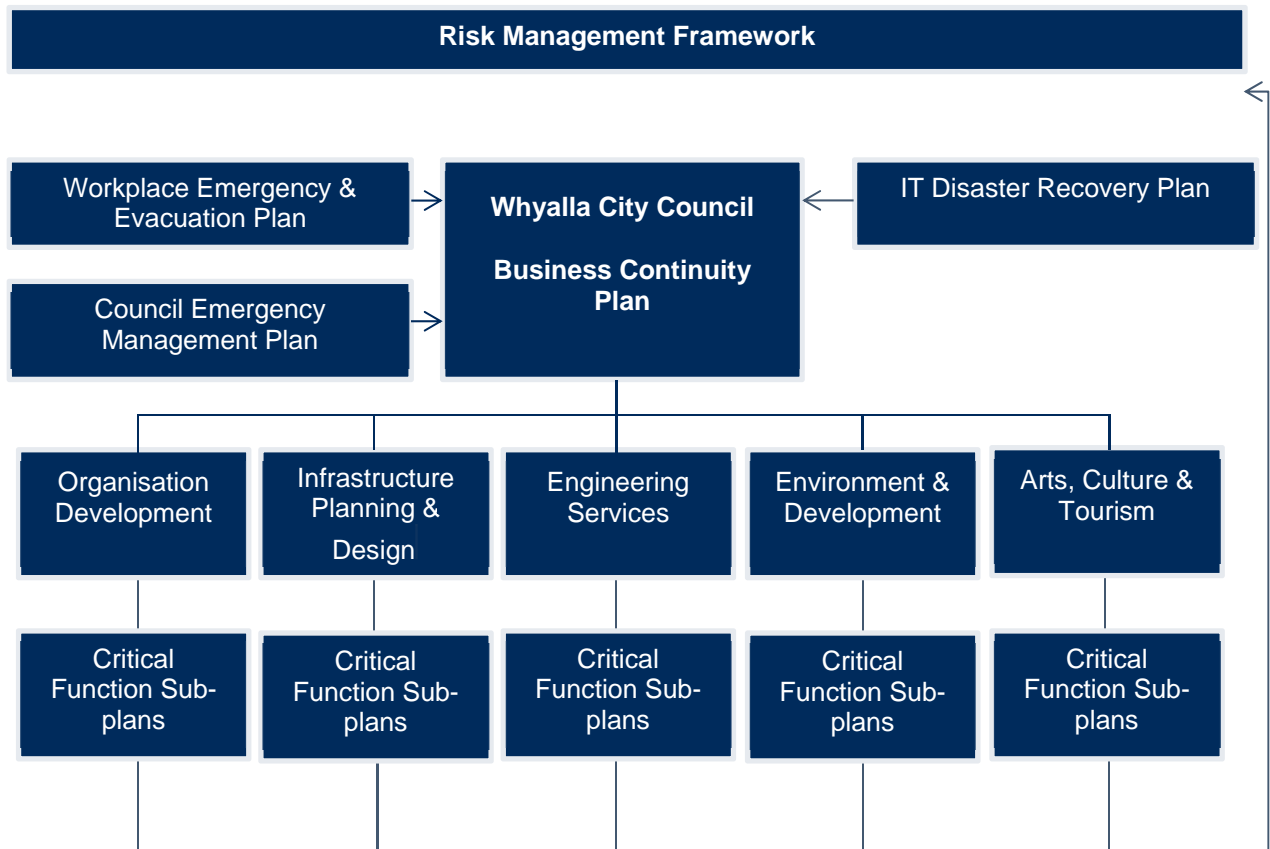
Division/ Group	Finance & Corporate Services	
Business Unit	Critical Function	Max Acceptable Outage
Records Management	Records management services	3 – 10 days
Finance	Income (cash flow, rates, accounts, investments and banking)	3 – 5 days
Procurement	Procuring goods and service for internal stakeholders	3 – 5 days
Payroll	Staff payroll and workers compensation	5 days
Information Services	Information technology and communications	Depends upon business units
Division/ Group	Community Services	
Business Unit	Critical Function	Max Acceptable Outage
Customer Service	Customer service functions to community	3 hours
Division/ Group	Engineering and Infrastructure	
Business Unit	Critical Function	Max Acceptable Outage
Assets and engineering	Cemetery	1 day
	Waste management collection and disposal	1 day – 1 week
Airport	Whyalla airport (including Departure terminal)	6 Hours
Infrastructure	Emergency response and infrastructure	2 – 24 hours
Division/ Group	Planning and Development	
Business Unit	Critical Function	Max Acceptable Outage
Legislation compliance	Management of stray animals	1 – 2 weeks

Scope

The object of the BCP is to ensure that appropriate structures and protocols are in place that enable effective response to a business interruption event that has the potential to impact on councils objectives. The BCP documents the processes and resources required by Council in the delivery of its critical business objectives.

In identifying business continuity risks, the focus is on the building of 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 Chief Warden/ Emergency Services is to be implemented. In all cases of activation of the workplace emergency plan the Chief Warden will brief the Director of the Continuity Management Team of any implications for business continuity as a result of the emergency plan activation.



Methodology

Business continuity encompasses the identification and risk management of Council's business processes. It involves a stepping process that seeks to identify, assess control and monitor Council's business functions. The plan has been developed with consideration given to AS/NZS 5050:2010 Business continuity - Managing disruption-related risk, AS/NZS/ISO 3100:2009 Risk Management-Principles and guidelines and the ANAO Business Continuity Management guidelines – “Keep the wheels in motion”, and Societal Security – Guidelines for incident preparedness and operational continuity management (ISO N022: 2007).

Broadly, the steps in developing the Business Continuity Plan include:

1. Identify and Assess Business Processes and Functions

Identify business processes and functions within each individual business unit/ section/ division. Once the functions are identified an analysis at a whole of organisational level is conducted to determine which functions are critical and require further planning to ensure the ability to respond in the face of a continuity interruption event.

2. Conduct the Business Impact Analysis (BIA)

The BIA is conducted on those functions identified as critical within the business process assessment. The BIA is intended to identify the impacts of the function loss on the business including penalties for non delivery, functional interdependencies, organisational ownership, it also looks at the resources currently required to support the functions and assesses the minimum level of resources required to continue the availability. Importantly the BIA is the tool that is used to determine the Maximum Acceptable Outage (MAO).

3. Critical Function Sub Plan (CFSP) & Non Critical Function Action Plans

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. The sub plan identifies ownership, failure scenarios, criteria for invoking the plan, agreed courses of actions for emergency, continuity and recovery. The CFSP also allows for targeted messages to be developed for specific function loss.

4. Overarching Business Continuity Plan (BCP)

The BCP identifies the responsibilities of key Managers, with particular emphasis on direction setting and effective and timely communication to stakeholders at an organisational level. It is important to recognise that this document provides a flexible framework in which the organisation can plan for disruption of its critical functions. It does not attempt to identify and plan for every contingency or outage that could occur, it provides a flexible framework for the process owners to identify, plan and develop redundancy for business processes.

5. Test and maintain the BCP

The BCP will be reviewed annually by the Executive, these actions are essential to ensure that it reflects the current practices of the organisation.

Testing of the Critical Function Sub plans and overarching plans will provide management assurance that the plan(s) are effective. The testing regime is based on the following:

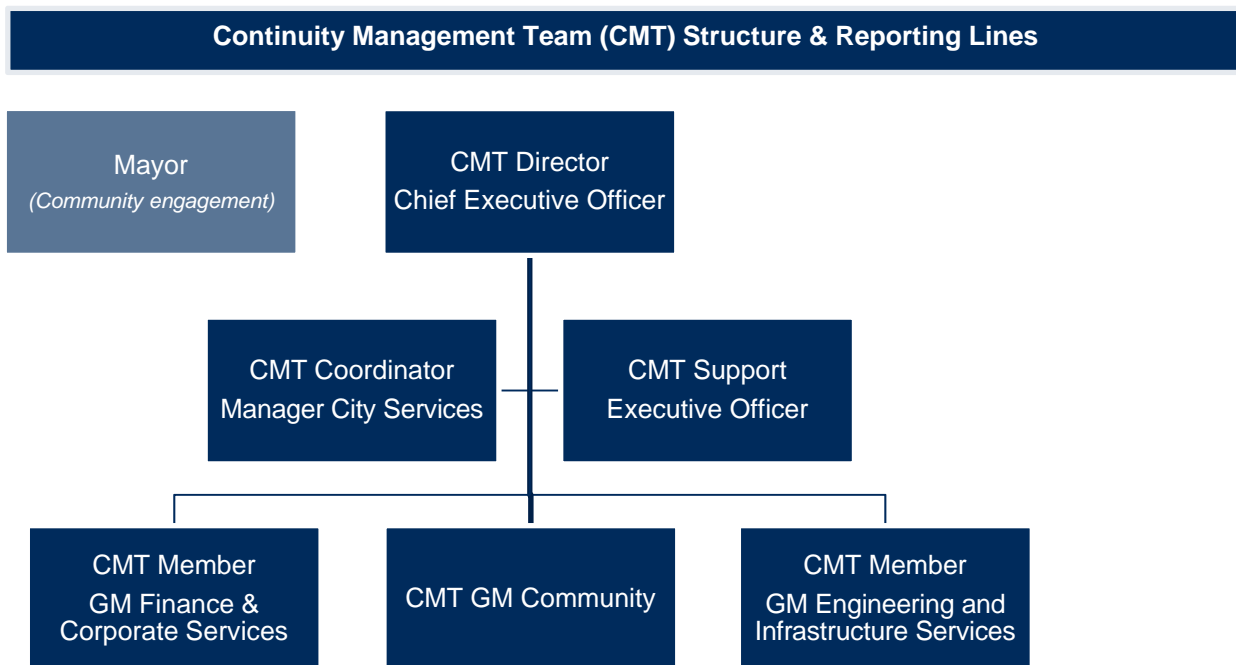
- Desktop/ paper audit to ensure that the appropriate documents are available and understood; for sub plans and overarching plan
- Structured “walk through” where a business interruption scenario is played out through a mock recovery; and a divisional or whole of organisation level, and
- Frequency and actions to be undertaken are identified within the monitoring and review section of this document.

Continuity Management Team

Roles and Responsibilities 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.

CMT – Structure



CMT Position	Staff Position	Alternate Staff Position
CMT Director	Chief Executive Officer	As determined by Group Managers
CMT Member	Group Manager Finance & Corporate Services	Manager Information Services
CMT Member	Group Manager Engineering and Infrastructure	Manager Engineering Services
CMT Member	Group Manager Community Services	Group Manager Planning & Development
CMT Coordinator	Manager City Services	Manager - Works
CMT Support	Executive Officer	PA Finance & Corporate

Notification – Declaration Process

Notification

On first becoming aware of a possible business continuity event, the relevant function manager is required to assess the situation and if the event is likely to exceed the agreed “MAO timeframe”, then the CMT Director should be notified immediately 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
- 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.

Assessment

On receipt of a notification that will impact business continuity the CMT Director will:

- Formally note details
- Notify other members of the Continuity Management Team (CMT) (consider Telstra conference call)
- Confirm the details of the incident and appropriate media strategies
- Conduct preliminary impact assessment (facility and technology infrastructure)
- Determine if a control centre needs to be opened.
- Ensure that the Insurer has been formally notified (if appropriate)

Declaration

The CMT Director is to review the preliminary information and if considered necessary declare a Business Interruption Event.

The CMT Director is to facilitate the draft communications, both internal and external, for discussion at the initial CMT meeting.

Control Centre

On the declaration of a Business Interruption Event by the Director CMT and if deemed appropriate a control centre will be opened. The resourcing and opening of this centre is the responsibility of the CMT coordinator. Given the variable nature of Business Continuity Events, the following sites have been identified and prioritised.

If the incident does not impact on the Civic Building:

1. **Civic Building – Darling Terrace, Whyalla.**

If the Civic Building is uninhabitable then one of these sites will be used depending on the type of event:

2. **Infrastructure Depot – 155 Lacey Street, Whyalla Playford.**
3. **Library – Ekblom Street, Whyalla Norrie.**

Dedicated Media Briefing Centre

The Director CMT will determine the location of the media briefing at the time of activation.

The CMT coordinator is to ensure that this facility is able to be used when required.

Business Impact Analysis (BIA)

Central to ensuring the ongoing viability of the business in an interruption event is the identification of critical business functions, the processes and assets (people & property) that support the delivery of these critical functions and the impact of the loss of the functions on the business are analysed within a Business Impact Analysis. BIA's have been completed for each of the identified critical functions and are contained within the Critical Function Sub Plans.

Responsibility Statements

Responsibility Statement for each position in the CMT and supporting positions 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.

Business Continuity Instructions (BCI)

Upon declaration of an 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.

Instruction Title

- **Emergency Contacts**
- **CMT Sample Meeting Agenda**
- **Media Enquiry Record Form**
- **Press Release**
- **Telephone Redirection Authorisation**
- **Business Continuity Coordination Centre Checklist**
- **Pandemic Response Information Guide**

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.

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

Initial CMT Meeting

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

- Staff
- Any associated Emergency Services issues
- Building facilities
- Public relations/ media
- Damage/ security, and
- Salvage of building and/ or IT equipment.
- Review and conformation of delegation of authorities for staff.

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 to be collated 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.

The CMT Director to manage the restoration of business activities in line with the responsibilities defined in the BCP.

Media Protocols

Due to the nature of the media, the timeliness of reporting in these circumstances is critical. Prompt reporting to, and liaison with the Continuity Management Team is in the best interests in terms of allowing for the preparation of an appropriate response.

Authority

It is The Whyalla City Council's policy that no person other than the Chief Executive Officer divulges any information to the media. This extends to contractors and other service providers and agencies and should be communicated in any site contractor agreements.

The CEO will determine where practicable in consultation with other senior management and the Mayor the appropriate communication strategy in the circumstances.

General Statement to Media in the event of a business interruption event

In the event of a major incident, particularly after-hours, there may be a period of time elapsed before the designated media spokesperson is in a position to respond 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"

There is no such thing as an "off the record" comment.

If you cannot immediately refer the journalist to the CEO, please complete the Media Enquiry Record Form.

Let the journalist know that someone will return their call promptly.

Provide the CEO with the journalist's details as soon as possible. Also provide any background and relevant information that you have about the event, including how the journalist came to contact you.

Responsibility Statements

Responsibility Statement – CMT Director			
Position	CMT Director	Staff Position	Chief Executive
During absence this role will be assumed by		As determined by Group Managers	
Position Statement	<p>The CMT Director is responsible for declaring a business continuity event and invoking the BCP.</p> <p>The CMT Director is required to oversee and manage all resumption activities.</p> <p>During a workplace emergency the Chief Warden has authority until the workplace emergency is resolved and control is returned to the CE or CMT Director if the BCP is to be activated</p>		
Knowledge Requirements	<ol style="list-style-type: none"> 1. High level of organisation activities and service delivery priorities 2. Community, Business and Regulatory contacts 		
Responsibilities	<p>The CMT Director 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.</p> <p>Responsibilities include:</p> <ul style="list-style-type: none"> • 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 <p>On Activation:</p> <ul style="list-style-type: none"> • Activate the BCP • Notifying and liaising with stakeholders • Provide the operational focal point for the Mayor (who is principle spokes person for Council) 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 		

	<ul style="list-style-type: none"> • Liaise with elected body via the Mayor 		
Date approved by CMT	August 2013		
Responsibility Statement – CMT Member Finance & Corporate Services			
Position	CMT Member	Staff Position	Group Manager Finance & Corporate Services
During absence this role will be assumed by		Manager Information Services	
Position Statement	<p>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. The business unit activities are undertaken by the function managers in accordance with agreed sub plans.</p>		
Knowledge Requirements	<ol style="list-style-type: none"> 1. High level of group activities and service delivery priorities 2. High level knowledge of group critical function sub plans 3. High level knowledge of overarching BCP 		
Responsibilities	<p>Responsibilities include:</p> <ul style="list-style-type: none"> • Maintain working knowledge of BCP & relevant Critical Function Sub Plans • Participate in monitor and review activities • Participate in and ensure appropriate levels of training are undertaken with Critical Function Sub Plan Managers <p>On Activation:</p> <ul style="list-style-type: none"> • Operate as a member of the CMT • Ascertain the impact on business unit activities and report to CMT • Co-ordination of business unit Critical Function Sub Plan implementation as required • Monitoring implementation against the Business Continuity Plan • Maintaining information and report on costs to CMT • Maintain communications with staff 		
Date approved by CMT	August 2013		

Responsibility Statement – CMT Member Community Services			
Position	CMT Member	Staff Position	Group Manager Community Services
During absence this role will be assumed by		Group Manager City Development and Delivery	
Position Statement	<p>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. The business unit activities are undertaken by the function managers in accordance with agreed sub plans.</p>		
Knowledge Requirements	<ol style="list-style-type: none"> 1. High level of group activities and service delivery priorities 2. High level knowledge of group critical function sub plans 3. High level knowledge of overarching BCP 		
Responsibilities	<p>Responsibilities include:</p> <ul style="list-style-type: none"> • Maintain working knowledge of BCP & relevant Critical Function Sub Plans • Participate in monitor and review activities • Participate in and ensure appropriate levels of training are undertaken with Critical Function Sub Plan Managers <p>On Activation:</p> <ul style="list-style-type: none"> • Operate as a member of the CMT • Ascertain the impact on business unit activities and report to CMT • Co-ordination of business unit Critical Function Sub Plan implementation as required • Monitoring implementation against the Business Continuity Plan • Maintaining information and report on costs to CMT • Maintain communications with staff 		
Date approved by CMT	August 2013		

Responsibility Statement – CMT Member Infrastructure Services			
Position	CMT Member	Staff Position	Group Manager Engineering and Infrastructure
During absence this role will be assumed by		Manager Engineering Services	
Position Statement	<p>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. The business unit activities are undertaken by the function managers in accordance with agreed sub plans.</p>		
Knowledge Requirements	<ol style="list-style-type: none"> 1. High level of group activities and service delivery priorities 2. High level knowledge of group critical function sub plans 3. High level knowledge of overarching BCP 		
Responsibilities	<p>Responsibilities include:</p> <ul style="list-style-type: none"> • Maintain working knowledge of BCP & relevant Critical Function Sub Plans • Participate in monitor and review activities • Participate in and ensure appropriate levels of training are undertaken with Critical Function Sub Plan Managers <p>On Activation:</p> <ul style="list-style-type: none"> • Operate as a member of the CMT • Ascertain the impact on business unit activities and report to CMT • Co-ordination of business unit Critical Function Sub Plan implementation as required • Monitoring implementation against the Business Continuity Plan • Maintaining information and report on costs to CMT • Maintain communications with staff 		
Date approved by CMT	August 2013		

Responsibility Statement – CMT Co-ordinator			
Position	CMT Co-ordinator	Staff Position	Manager City Services
During absence this role will be assumed by		–Civil Supervisor	
Position Statement	The CMT Co-ordinator is required to assist the CMT Director in the management of the business resumption activities. The CMT Co-ordinator must be familiar with the business continuity plan, Critical function Sub Plans and team responsibilities.		
Knowledge Requirements	<ol style="list-style-type: none"> 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	<p>The CMT Co-ordinator is required to report to the CMT on the currency of individual and business level continuity plans and activities.</p> <p>Responsibilities include:</p> <ul style="list-style-type: none"> • 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 • Resourcing of Control Centre <p>On Activation:</p> <ul style="list-style-type: none"> • Open Control Centre on direction of CMT Director • Assisting CMT Director as required • Notify Insurer and manage the insurance requirements 		
Date approved by CMT	August 2013		

Responsibility Statement – CMT Support			
Position	CMT Support	Staff Position	Executive Officer
During absence this role will be assumed by		Finance and Corporate/Community Executive Assistant	
Position Statement	The CMT Support is responsible for the smooth functioning of the Control Centre (if established) and the administrative needs of the CMT.		
Knowledge Requirements	<ol style="list-style-type: none"> 1. High level of internal key contacts and resource knowledge 2. High level of administrative functions and arrangements 		
Responsibilities	<p>Responsibilities include:</p> <ul style="list-style-type: none"> • Maintain working knowledge of BCP & relevant Critical Function Sub Plans • Maintain high level of administration skills <p>On Activation:</p> <ul style="list-style-type: none"> • If required, assist with the setup of the Control Centre and arranging stationery, equipment etc. • Arrange resources to assist CMT members (if required) • Making arrangements for all CMT meetings • Provide general administrative support (including log of all events and actions, resumption status, CMT members' movements etc.) • Create and maintain a chronological log of meetings and decisions made 		
Date approved by CMT	August 2013		

BCI 1 Emergency Contacts Continuity Management Team

CMT Position	Staff Position	Contact Details	Alternate Staff Position	Contact Details
CMT Director	Chief Executive Officer	Mobile 0419 248 539 Alt Mobile 0402 433 069	As determined by Group Managers	n/a
CMT Member	Group Manager Finance & Corporate Services	Hm 8645 1063 Mobile 0401 354 203	Manager Information Services	Hm 8645 4442 Mobile 0411 098 000
CMT Member	Group Manager Community Services	Hm 8649 2262 Mobile 0428 897 930	Group Manager City Development and Delivery	Mobile 0411 779 611
CMT Member	Group Manager Engineering & Infrastructure	Mobile 0488 745 956	Manager Engineering Services	Mobile 0417 863 667
CMT Coordinator	Manager City Services	Mobile 0407 637 757	–Civil Supervisor	Mobile 0439 185 633
CMT Support	Executive Officer	Hm 8649 2292 Mobile 0431 209 773	Finance & Corporate / Community Executive Assistant	Hm 8649 3925 Mobile 0414 867 947

BCI 2 Emergency Contacts External

Emergency Contacts

Service	Company	Contact Details

BCI 2 Continuity Management Team Meeting Agenda

Initial CMT Meeting

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

- Staff
- Any associated Emergency Services issues
- Building facilities
- Public relations/ media
- Damage/ security, and
- Salvage of building and/ or IT equipment.

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 to be collated 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.

BCI 3 Media Enquiry Record Form

Business Continuity – Media Enquiry Record Form			
Taken by:			
Issue:			
Date:		Time of call:	
Journalist name:			
Contact numbers:			
Media outlet:			
Deadline:			
Publication date:			
Question:			
Taken by:			
Issue:			
Response by:			
Position in Whyalla City Council:			
Response:			
Date:		Time:	

BCI 4 Press Release

On (insert day and date) at approximately (insert time) Council experienced a business interruption event (describe event) as a result of this event the following services are currently impaired:

- Rates
- Water & Sewer
- Roads
- Community Services.

Services that are not impacted by the business interruption include:

- Libraries
- Swimming pools
- Meals on wheels
- Etc

Workarounds are currently being put in place in line with Council's Business Continuity Strategy.

Council will advise the community via the media once service delivery strategies have been confirmed.

Council's contact number remains (insert number) and will be manned from (insert times) until further notice.

Issued by

Chief Executive Officer
The Whyalla City Council
Time
Date

BCI 5 Telephone Redirection Authorisation

Note that telephone redirection has not been setup by Local Government Risk Services.

Indications from Telstra are that clients will need to provide the following information to effect a redirection on phone numbers.

- Company name
- ABN
- Billing Address
- Redirection numbers.

Only Authorised council account holders will be able to authorise effect and will need to be pre authorised.

Emergency Redirections can be obtained with the above information by calling **13 22 55** Telstra Corporate Faults.

The following may be used to confirm your requirements with Telstra:

(Date)
(Council)
(Address)
(Town State Post Code)

The Manager
Telephone Redirections

Dear Sir/ Madam

(Insert Council Name) is in the process of activating its Business Continuity Plan in response to a business interruption event.

This fax is to request in writing Telstra immediately redirect the current (insert council name and number) to (insert alternate site name and number).

Council will inform Telstra again in writing when a change to this arrangement is required.

If you need clarification or to speak to a Council Representative please call (insert Mobile Number of CMT member).

Issued by

Chief Executive Officer
The Whyalla City Council
Time
Date

BCI 6 Business Continuity Coordination Centre Checklist

Business Continuity Coordination Centre		
Element	Issues to be addressed	Actions Required
Location of BCCC	The location of the Whyalla City Council Coordination Centre is the Civic Building – Darling Terrace, Whyalla providing that the building is not subject to the interruption event	
Alternate Location of BCCC	Infrastructure Depot – 155 Lacey Str, Whyalla Playford Library – Ekblom Street, Whyalla Norrie	
Diagram of BCCC		
Provisions of telecommunications facilities		
Provision of internet facilities		
Emergency power requirements for BCCC		
Management and Staffing	See Responsibility Statements for nominated positions CMT Director CCMT Member CMT Coordinator CMT Support Officer	
Security		
Media		
Initial level of activation		
Stages of Operation Activation		
Information Displays	Information Board 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 Media Releases Copies of publicly released materials	

Business Continuity Coordination Centre		
Plans and Documents	Hard and soft copies of BCP, including Critical Function Sub Plans	
Administration	Stationary Equipment list to be developed by the CMT coordinator	
Extended Operations	Staff Roster to be developed if protracted use of the BCCC is expected	
Briefing Sessions	Suitable briefing timing sessions to be identified by the CMT <ol style="list-style-type: none"> 1. Staff 2. Media 3. Community 4. Elected Members 	
Stages of Operation Stand down	Stand down of the BCCC will be at the discretion of the CMT Director 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	
Forms	CMT Coordinator to identify suitable forms to be used to collect and record information within the BCCC	
Date approved by CMT		

BCI 7 Pandemic Response Information Guide

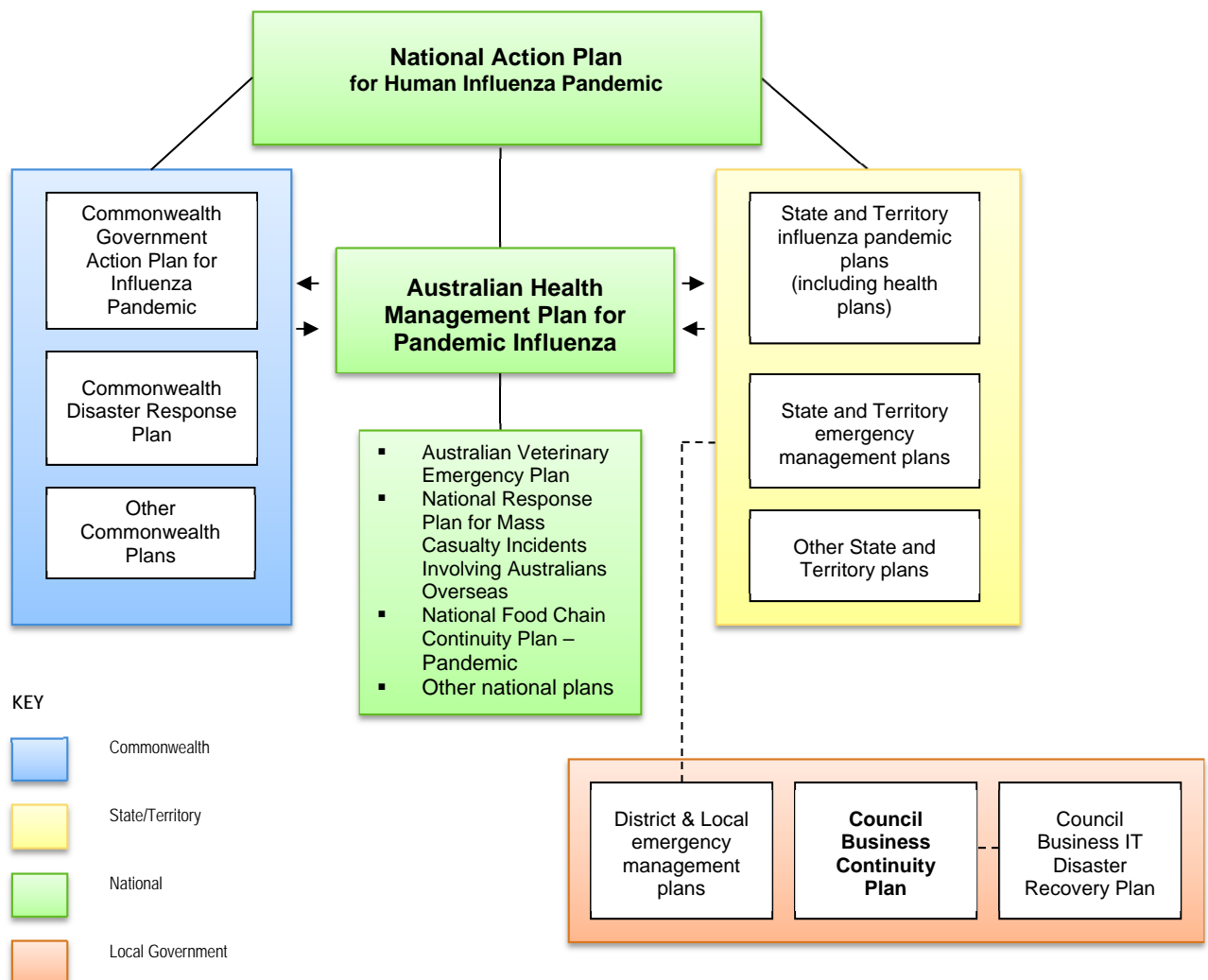
If a pandemic of any description was to eventuate within any local government area, it is probable that state level disaster plans would be activated, these plans are separate to Business Continuity Plans and have a community response focus.

Currently it is a requirement of the National Action Plan for Human Influenza Pandemic for all local government authorities to have in place a Business Continuity Plan.

The Whyalla City Council BCP model places the importance on identifying what functions are critical to the business in delivering it objectives, identifying likely failure scenarios (Pandemic, loss of IT etc) for those critical business functions and then developing plans to ensure the continuity of those critical functions.

A pandemic event occurring may result in the failure scenario occurring “loss of critical staff”. It is the impact of that loss scenario that the business continuity plan is design to respond to.

National, State & Local Pandemic Planning Matrix



Phases of Human Influenza Pandemic

		Global phase	Australian phase	Description of phase	AHMPPI 2008
RECOVERY	PREVENTION AND PREPAREDNESS	AUS 0		No circulating animal influenza subtypes in Australia that have caused human disease	Australian phases
		1	Overseas 1	Animal infection overseas: the risk of human infection or disease is considered low	
			AUS 1	Animal infection in Australia: the risk of human infection or disease is considered low	
		2	Overseas 2	Animal infection overseas: substantial risk of human disease	
			AUS 2	Animal infection in Australia: substantial risk of human disease	
		3	Overseas 3	Human infection overseas with new subtype/s but no human to human spread or at most rare instances of spread to a close contact	
	AUS 3		Human infection in Australia with new subtype/s but no human to human spread or at most rare instances of spread to a close contact		
	RESPONSE	4	Overseas 4	Human infection overseas: small cluster/s consistent with limited human to human transmission, spread highly localised, suggesting the virus is not well adapted to humans	DELAY
			AUS 4	Human infection in Australia: small cluster/s consistent with limited human to human transmission, spread highly localised, suggesting the virus is not well adapted to humans	
		5	Overseas 5	Human infection overseas: larger cluster/s but human to human transmission still localised, suggesting the virus is becoming increasingly better adapted to humans, but may not yet be fully adapted (substantial pandemic risk)	DELAY
			AUS 5	Human infection in Australia: larger cluster/s but human to human transmission still localised, suggesting the virus is becoming increasingly better adapted to humans, but may not yet be fully adapted (substantial pandemic risk)	
		6	Overseas 6	Pandemic overseas: increased and sustained transmission in general population	DELAY
			AUS 6a	Pandemic in Australia: localised (one area of country)	CONTAIN
			AUS 6b	Pandemic in Australia: widespread	SUSTAIN
AUS 6c			Pandemic in Australia: subsiding	CONTROL	
RECOVER		AUS 6d	Pandemic in Australia: next wave	RECOVER	
RECOVERY					

Source: National Action Plan April 2009

Recommended Actions for Australian Businesses

Aus Phase	Description of phase	Recommended Actions for Australian Businesses
Aus 4	Human infection in Australia: Smaller cluster(s) consistent with limited human to human transmission, spread highly localised, suggesting the virus is not well adapted to humans	<ul style="list-style-type: none"> • Consider implementing remote work arrangements • Consider suspending all overseas/interstate travel • Purchase health and safety consumables such as disinfectant, gloves and face masks • Distribute hard copies of staff contact and supplier contact list • Educate staff that if they get sick and recover, they should return to work as they will be immune to the disease. If they believe they are unwell, they should not go to work. • Prepare rosters that have no overlaps and include sufficient time for disinfecting the area before the new shift arrives • Encourage staff to eat at their desks and stagger breaks to prevent groups meeting in the break rooms • Provide staff with details of the location of fever clinics, designated influenza hospitals, infection control guidelines, the hotline for influenza and other relevant information • Exercise the Business Continuity Plan examine how continuity will be affected in an environment of high absenteeism including up to 50% absenteeism, when regions are quarantined, preventing staff and goods from leaving or arriving, and when schools are closed and other social distancing is introduced. • Plan to allow staff to work from home • Plan for ways to increase social distancing in the workplace, eg video conferencing • Identify the conditions where all but the critical functions would be suspended • Update company succession plans in case the key staff succumb • Review insurance policies for pandemic coverage
Aus 5	Human infection in Australia: larger cluster(s) but human to human transmission still localised, suggesting the virus is becoming increasingly better adapted to humans, but may not yet be fully adapted	<ul style="list-style-type: none"> • Activate remote work arrangements • Implement social distancing at work • Cancel all non-essential work • Activate rosters that have no overlaps and include sufficient time for disinfecting the area before the new shift arrives • Maximise building ventilation • Require staff to wear surgical masks, introduce cough etiquette and other hygiene measures • Undertake daily temperature checks of staff • Clean phones and all touched surfaces between shifts
Aus 6a	Pandemic in Australia: localised (one area of country)	<ul style="list-style-type: none"> • Maintain a register of staff who get sick but recover, as they are immune to the disease.
Aus 6b	Pandemic in Australia: Widespread	<ul style="list-style-type: none"> • Encourage immune staff to return to work • Maintain contact with all employees and provide situational updates
Aus 6c	Pandemic in Australia: Subsided	<ul style="list-style-type: none"> • When vaccine becomes available, organise for all non-immune staff to be vaccinated as early as practical • Implement plan for the restoration of operations

Critical Function Sub Plans

Corporate Services

Information Services			
Prepared by	Manager Information Services	Date	11 December 2012
Sub Plan Owner	<p>This plan is owned by the Group Manager Finance & Corporate Services who has overall responsibility for this plan.</p> <p>The routine management of the plan is delegated to Manager Information Services who has responsibility for ensuring the accuracy and currency of the plan and advising the Group Manager Finance & Corporate Services of any changes required.</p>		
Identified Critical Business Functions			
Information Technology and Communications			
Overview of Functions (Context)			
Provision of computer/ software/ network/ storage for input and retrieval of data relating to Council business. Provision of desk and mobile phones.			
Business Impact Analysis			
Business Impact of Function Loss	Penalties for Non Delivery	Functional Independencies	
<ul style="list-style-type: none"> Inability to access information Inability to communicate internally and externally 	Would vary according to business unit affected.	<ul style="list-style-type: none"> Servers Network Power Staff Backups PCs Internet connection 	
Current Resources Premises/ Equipment/ Staff	Minimum Resources Required	Alternate Manual Process or Work Around	
<ul style="list-style-type: none"> Civic Server Room Depot DRC Wireless Network 3 staff/ vendors 	<ul style="list-style-type: none"> 2 Exc Host Servers Network 6 PCs Internet connection 	Depends upon business units	
Disruption Scenario			Max Acceptable Outage
<ul style="list-style-type: none"> Fire/ building failure Loss of staff Power outage Virus/ malware/ hacking 			Depends upon business units
Authority for Invoking Plan		Group Manager Finance & Corporate Services	
Key Decision Makers to be assembled			
Group Manager Finance & Corporate Services, Information Services Staff			
Stakeholders other than process owner			
Internal	External		
All other staff	<ul style="list-style-type: none"> Public Vendors (hardware/ software) 		

Information Services		
Pre Event Preparedness Current policies & procedures & access points required to deliver function		
<ul style="list-style-type: none"> ▪ Backup procedures ▪ Depot DRC 		
Emergency Response Immediate actions required if function is lost.		
On being advised of a business interruption event the following immediate responses should be considered:		
<ul style="list-style-type: none"> ▪ Assemble Information Services staff ▪ Assess scope of loss ▪ Liaise with business units regarding requirements ▪ Restore servers at DRC in order of requirements 		
Continuity Management Actions required to ensure continued availability of the function		
In the event of a business interruption event occurring as identified within the Disruption scenario analysis , that exceeds the identified MAO the following responses may be appropriate:		
<ul style="list-style-type: none"> ▪ Source new primary data centre site or new DRC site (library?) ▪ Source new hardware to replace lost hardware ▪ Restore primary functions to new hardware ▪ Ensure backups are continuing to separate DRC site 		
Communication Considerations		
Internal	External	
All staff	<ul style="list-style-type: none"> ▪ Vendors ▪ Other LGIT members for assistance 	
Further Treatment/Action Plans Actions required for continuous improvement		
Treatment/Action Plan	Position Responsible for development	Target Date
<ul style="list-style-type: none"> ▪ Test DRC regular basis ▪ Investigate regular copies of backups to provide 'airgap' ▪ Investigate generators for civic and DRC 	Manager Information Services	2013

Records Management			
Prepared by	Records Management Supervisor	Date	11 December 2012
Sub Plan Owner	<p>This plan is owned by the Group Manager Finance & Corporate Services who has overall responsibility for this plan.</p> <p>The routine management of the plan is delegated to Records Management Supervisor who has responsibility for ensuring the accuracy and currency of the plan and advising the Group Manager Finance & Corporate Services of any changes required.</p>		
Identified Critical Business Functions			
Access to information either electronic or hard copy. Accessing and recording business documents.			
Overview of Functions (Context)			
Overall provision of Records Management Services to the Whyalla City Council.			
Business Impact Analysis			
Business Impact of Function Loss	Penalties for Non Delivery	Functional Interdependencies	
<ul style="list-style-type: none"> ▪ Lose the ability to access information ▪ Inability to disseminate information ▪ Lose the ability to record information ▪ Unable to provide customers with information ie FOI requests 	<p>Varies due to the legal requirements ie urgent searches, FOI requests, licence renewals (EPA).</p> <p>Loss of face/ faith with the community.</p>	<ul style="list-style-type: none"> ▪ IT function ▪ Computer ▪ Scanner ▪ Access to mail/ documents/ post office ▪ Staff ▪ Filing compactus ▪ Telephone 	
Current Resources Premises/ Equipment/ Staff	Minimum Resources Required	Alternate Manual Process or Work Around	
<ul style="list-style-type: none"> ▪ Full IT and software functions ie Outlook, Synergy Soft, Word ▪ 4 x computers ▪ 2 x scanners ▪ 1 x photocopier ▪ 1 x fax ▪ 4 x staff ▪ 1 x archive room ▪ 2 x compactus units 	<ul style="list-style-type: none"> ▪ 1 x staff ▪ 1 x laptop/ computer ▪ 1 x photocopier/ fax/ scanner ▪ Storage ie archive boxes ▪ Synergy Soft 	<ul style="list-style-type: none"> ▪ Photocopy incoming documents and pass copy to appropriate officer (this can be set up in any other site or even at home) ▪ Photocopy outgoing documents and keep all documents in a dated archive box until they can be electronically registered 	
Disruption Scenario			Max Acceptable Outage
<ul style="list-style-type: none"> ▪ Council civic building is destroyed by fire/ flood/ earthquake ▪ Loss of staff ▪ Loss of IT Services ie electrical storm ▪ Loss of power ▪ No access to files/ archives ie gas leak 			<ul style="list-style-type: none"> ▪ Recording documents – 5 days ▪ Accessing documents (electronic) – 3 days ▪ Accessing documents (physical) – 5 days ▪ Accessing archives – 10 days
Authority for Invoking Plan		Group Manager Finance & Corporate Services	
Key Decision Makers to be assembled			
Group Manager Finance & Corporate Services, Records Management Supervisor, Manager Information Services, Records Staff.			

Records Management		
Stakeholders other than process owner		
Internal	External	
Council staff – general, Group Manager Finance & Corporate Services, Manager Information Services	<ul style="list-style-type: none"> ▪ Rate payers ▪ Government Agencies ▪ Various Organisations ie Land Agents 	
Pre Event Preparedness Current policies & procedures & access points required to deliver function		
<ul style="list-style-type: none"> ▪ Position Descriptions ▪ Records Management Policy ▪ Records Access Procedure 		
Emergency Response Immediate actions required if function is lost.		
<p>On being advised of a business interruption event the following immediate responses should be considered:</p> <ul style="list-style-type: none"> ▪ Assess loss ▪ Meet with key staff ▪ Determine equipment/ resources needed ▪ Determine software needed ▪ Determine location ▪ Determine staff ▪ Advise staff of loss of function ▪ Advise media officer of loss of function to alert community 		
Continuity Management Actions required to ensure continued availability of the function		
<p>In the event of a business interruption event occurring as identified within the Disruption scenario analysis, that exceeds the identified MAO the following responses may be appropriate:</p> <ul style="list-style-type: none"> ▪ Computer access including Synergy Soft ▪ Access to photocopier/ fax scanner ▪ Provide a staff member(s) access to storage ie archive boxes ▪ Telephone access ▪ Access to hard copy files ▪ Access to work instructions 		
Communication Considerations		
Internal	External	
Access to records has been disrupted – please photocopy all documents which need to be recorded and give photocopies to the Records Staff	<ul style="list-style-type: none"> ▪ Access to Records has been disrupted and will not be available for land search requests, FOI and similar requests for information 	
Further Treatment/Action Plans Actions required for continuous improvement		
Treatment/Action Plan	Position Responsible for development	Target Date
<ul style="list-style-type: none"> ▪ Notify procurement of the need for a photocopier/ fax/ canner in external sites ▪ Create work instructions for records management duties/ responsibilities 	Records Management Supervisor	2013

Cash Flow (Incomes and Payments)			
Prepared by	Senior Finance Officer	Date	11 December 2013
Sub Plan Owner	<p>This plan is owned by the Group Manager Finance & Corporate Services who has overall responsibility for this plan.</p> <p>The routine management of the plan is delegated to Senior Finance Officer who has responsibility for ensuring the accuracy and currency of the plan and advising the Group Manager Finance & Corporate Services of any changes required.</p>		
Identified Critical Business Functions			
To keep cash income through debtors, rates and investments flowing in to organisation and to ensure Creditors are paid.			
Overview of Functions (Context)			
<ul style="list-style-type: none"> ▪ Accounts receivable responsible for sending invoices to debtors to generate income. ▪ Short term/ long term cash deposits managed/ rolled over to earn bet interest (or withdrawn if required). ▪ Rates – rate notices to home owners on a regular basis to generate income. ▪ Accounts Payable responsible for making payments to Creditors. 			
Business Impact Analysis			
Business Impact of Function Loss	Penalties for Non Delivery	Functional Independencies	
<ul style="list-style-type: none"> ▪ Accounts receivable – lack of cash into organisation ▪ Rates into organisation ▪ Investments into organisation ▪ Creditors not being paid 	<ul style="list-style-type: none"> ▪ Lack of cash flow to pay employees and sundry creditors (Accounts Payable) ▪ Damage to Reputation 	<ul style="list-style-type: none"> ▪ IT system ▪ Staff ▪ Phones ▪ Banking system 	
Current Resources Premises/ Equipment/ Staff	Minimum Resources Required	Alternate Manual Process or Work Around	
<ul style="list-style-type: none"> ▪ Information technology to ensure programs are functional for trained staff to send invoices, rate notices and make payments 	<ul style="list-style-type: none"> ▪ Appropriate staff ▪ Functional IT systems ▪ Appropriate workplace ▪ Available stationery eg rate notices 	<ul style="list-style-type: none"> ▪ Manual invoice books and rate notices ▪ Banking forms for transfers 	
Disruption Scenario			Max Acceptable Outage
<ul style="list-style-type: none"> ▪ Loss of appropriate staff ▪ Loss of appropriate IT services ▪ Loss of access to usual workplace 			3 – 5 days
Authority for Invoking Plan	Group Manager Finance & Corporate Services will instigate plan if any disruption likely to exceed 2 weeks, in consultation with Senior Finance Officer		
Key Decision Makers to be assembled			
Chief Executive Officer, Group Manager Finance & Corporate Services, Senior Finance Officer			
Stakeholders other than process owner			
Internal		External	
<ul style="list-style-type: none"> ▪ Chief Executive Officer ▪ Executive Management Team ▪ Elected Members 		<ul style="list-style-type: none"> ▪ Financial institutions ▪ Rate payers ▪ Debtors ▪ Creditors 	

Cash Flow (Incomes and Payments)		
Pre Event Preparedness Current policies & procedures & access points required to deliver function		
<ul style="list-style-type: none"> ▪ Staff training to allow other staff to take control of accounts receivable, rates and investments, and payment processing if required ▪ Detailed procedure notes for each function 		
Emergency Response Immediate actions required if function is lost.		
On being advised of a business interruption event the following immediate responses should be considered:		
<ul style="list-style-type: none"> ▪ Determine if possible any unavailability of IT services and possible time span of that unavailability ▪ Determine if usual staff are available ▪ Determine if appropriate workplace is available 		
Continuity Management Actions required to ensure continued availability of the function		
In the event of a business interruption event occurring as identified within the Disruption scenario analysis , that exceeds the identified MAO the following responses may be appropriate:		
<ul style="list-style-type: none"> ▪ If IT services are unavailable, revert to manual processing of accounts receivable and rates ▪ Public notice to residents and businesses advising of possible delay in them receiving accounts and rates notices ▪ Train any available staff to help with manual processes ▪ Continue to work from temporary workplace, if required, and advise public of any change to contact details 		
Communication Considerations		
Internal	External	
Announcement via supervisors to relevant staff, seeking possible help for processing of manual invoices and rate notices	Appropriate media announcement to ratepayers and debtors, advising possible delay of accounts	
Further Treatment/Action Plans Actions required for continuous improvement		
Treatment/Action Plan	Position Responsible for development	Target Date
<ul style="list-style-type: none"> ▪ Ensure job descriptions are up to date ▪ Backup staff trained to step in when required ▪ Ensure a manual system is easily accessible in event of IT services not available 	Senior Finance Officer	3 months

Procurement			
Prepared by	Procurement Officer	Date	11 December 2013
Sub Plan Owner	<p>This plan is owned by the Group Manager Finance & Corporate Services who has overall responsibility for this plan.</p> <p>The routine management of the plan is delegated to Procurement Officer who has responsibility for ensuring the accuracy and currency of the plan and advising the Group Manager Finance & Corporate Services of any changes required.</p>		
Identified Critical Business Functions			
To keep necessary supplies of goods and services flowing in to organisation.			
Overview of Functions (Context)			
<ul style="list-style-type: none"> Procurement responsible for processing purchase orders. 			
Business Impact Analysis			
Business Impact of Function Loss	Penalties for Non Delivery	Functional Independencies	
<ul style="list-style-type: none"> Procurement – lack of goods and services into organisation 	<ul style="list-style-type: none"> Lack of goods and service necessary for vital service provision 	<ul style="list-style-type: none"> IT system Staff Phones Credit Card system 	
Current Resources Premises/ Equipment/ Staff	Minimum Resources Required	Alternate Manual Process or Work Around	
<ul style="list-style-type: none"> Information technology to ensure programs are functional for trained staff to process requisitions 	<ul style="list-style-type: none"> Appropriate staff Functional IT systems Appropriate workplace Available stationery eg requisitions 	<ul style="list-style-type: none"> Manual Purchase Order Books 	
Disruption Scenario			Max Acceptable Outage
<ul style="list-style-type: none"> Loss of appropriate staff Loss of appropriate IT services Loss of access to usual workplace 			3 to 5 days
Authority for Invoking Plan	Group Manager Finance & Corporate Services will instigate plan if any disruption likely to exceed 1 week, in consultation with Senior Finance Officer		
Key Decision Makers to be assembled			
Chief Executive Officer, Group Manager Finance & Corporate Services, Procurement Officer			
Stakeholders other than process owner			
Internal		External	
<ul style="list-style-type: none"> Chief Executive Officer Executive Management Team Elected Members 		<ul style="list-style-type: none"> Financial institutions Creditors/Suppliers 	
Pre Event Preparedness Current policies & procedures & access points required to deliver function			
<ul style="list-style-type: none"> Staff training to allow other staff to take control of purchasing, if required Detailed procedure notes for each function 			

Procurement		
Emergency Response Immediate actions required if function is lost.		
On being advised of a business interruption event the following immediate responses should be considered:		
<ul style="list-style-type: none"> ▪ Determine if possible any unavailability of IT services and possible time span of that unavailability ▪ Determine if usual staff are available ▪ Determine if appropriate workplace is available 		
Continuity Management Actions required to ensure continued availability of the function		
In the event of a business interruption event occurring as identified within the Disruption scenario analysis , that exceeds the identified MAO the following responses may be appropriate:		
<ul style="list-style-type: none"> ▪ If IT services are unavailable, revert to manual processing of accounts receivable and rates ▪ Public notice to residents and businesses advising of possible delay in them receiving accounts and rates notices ▪ Train any available staff to help with manual processes ▪ Continue to work from temporary workplace, if required, and advise public of any change to contact details 		
Communication Considerations		
Internal	External	
Announcement via supervisors to relevant staff, seeking possible help for processing of manual invoices and rate notices	Appropriate media announcement to ratepayers and debtors, advising possible delay of accounts	
Further Treatment/Action Plans		
Treatment/Action Plan	Position Responsible for development	Target Date
<ul style="list-style-type: none"> ▪ Ensure job descriptions are up to date ▪ Backup staff trained to step in when required ▪ Ensure a manual system is easily accessible in event of IT services not available 	Procurement Officer	3 months

Payroll			
Prepared by	Corporate Payroll Officer	Date	11 December 2012
Sub Plan Owner	<p>This plan is owned by the Group Manager Finance & Corporate Services who has overall responsibility for this plan.</p> <p>The routine management of the plan is delegated to the Corporate Payroll Officer who has responsibility for ensuring the accuracy and currency of the plan and advising the Group Manager Finance & Corporate Services of any changes required.</p>		
Identified Critical Business Functions			
<ul style="list-style-type: none"> ▪ Staff payroll function ▪ Workers Compensation claim function 			
Overview of Functions (Context)			
<ul style="list-style-type: none"> ▪ All Council wages and salaries staff are paid on fortnightly basis with the periods finishing on a Sunday and the funds being transferred to the National Australia Bank electronically prior to 4pm on the following Tuesday. ▪ Payments to staff are made in accordance with the Local Government Employees Award, Municipal Services Officer's SA Award and Councils adapted salary system. ▪ Claims management processes for injured workers are also processed via this office. 			
Business Impact Analysis			
Business Impact of Function Loss	Penalties for Non Delivery	Functional Interdependencies	
<ul style="list-style-type: none"> ▪ Staff not able to be paid ▪ Non compliance with Workers Compensation legislation ▪ Non compliance with Enterprise Agreements, Awards etc 	<ul style="list-style-type: none"> ▪ Staff attendance ▪ Penalties – financial ▪ Industrial unrest ▪ Workers Compensation Act breaches 	<ul style="list-style-type: none"> ▪ Timesheets and Workers Compensation Claims documentation ▪ Banking system ▪ IT payroll program 	
Current Resources Premises/ Equipment/ Staff	Minimum Resources Required	Alternate Manual Process or Work Around	
<ul style="list-style-type: none"> ▪ 1 x staff ▪ 1 x computer ▪ 1 x desk ▪ Synergy Soft system ▪ IT support 	<ul style="list-style-type: none"> ▪ 1 x staff ▪ 1 x computer ▪ 1 x desk ▪ Synergy Soft System ▪ IT support ▪ Relevant documentation, Workers Compensation claims 	<ul style="list-style-type: none"> ▪ Refer to Continuity Plan 	
Disruption Scenario			Max Acceptable Outage
<ul style="list-style-type: none"> ▪ Denial of access to the site ▪ Loss of key staff ▪ Interruption to IT services ▪ Loss of utilities to site 			5 days
Authority for Invoking Plan		A standing authorisation is given to the plan owner to activate the plan once the outage exceeds the maximum acceptable outage as described above. Responsibility outlined in position description.	
Key Decision Makers to be assembled			
Group Manager Finance & Corporate Services, Manager Information Services, Corporate Payroll Officer, Manager People and Performance Development			

Payroll	
Stakeholders other than process owner	
Internal	External
<ul style="list-style-type: none"> ▪ Employees ▪ Chief Executive Officer ▪ Group Managers ▪ IT staff ▪ Senior Finance Officer 	<ul style="list-style-type: none"> ▪ Banking authorities ▪ Unions ▪ LGAWCS
Pre Event Preparedness Current policies & procedures & access points required to deliver function	
<p>The current policy and procedures for this critical function can be located:</p> <p><i>Electronic copies –</i></p> <ul style="list-style-type: none"> ▪ Intranet <p><i>Hard copies –</i></p> <ul style="list-style-type: none"> ▪ Pay office ▪ Back on the Job Claims kits 	
Emergency Response Immediate actions required if function is lost.	
<p>On being advised of a business interruption event the following immediate responses should be considered:</p> <ul style="list-style-type: none"> ▪ Management within the pay section to be informed immediately ▪ Source of disruption to be identified where possible ie internal IT system, external banking ▪ IT staff to advise on duration of outage, if outage longer than identified MAO the continuity response to be enacted ▪ Liaison with external agencies to be inaugurated 	
Continuity Management Actions required to ensure continued availability of the function	
<p>In the event of a business interruption event occurring as identified within the Disruption scenario analysis, that exceeds the identified MAO the following responses may be appropriate:</p> <ul style="list-style-type: none"> ▪ Manual pay process to be implemented. This will require arranging with the bank to 'run last pay' until further advised ▪ Timesheets to be collected and stored securely until restoration activities can occur ▪ Run a 'standard' pay as a first priority then if outage is longer than one pay period then bank to be instructed to 'run standard pay', pay staff to arrange date for bank on stand alone laptop from backup ▪ Staff to be informed that standard pay does not include overtime and penalties ▪ In the event of loss of staff then the Group Manager to be informed to identify suitable staff to second to assist in the payroll preparation process ▪ Workers compensation processes to be available 	
Communication Considerations	
Internal	External
Group Manager Finance & Corporate Services IT staff Senior Finance Officer Employees	Banking authority Unions LGAWCS

Payroll		
Further Treatment/Action Plans Actions required for continuous improvement		
Treatment/Action Plan	Position Responsible for development	Target Date
<ul style="list-style-type: none"> ▪ Backup emergency pay procedure to be developed ▪ MOU with banking authorities ▪ Authorities in place ▪ Training of backup staff ▪ Communication with Unions ▪ Testing of situation 	Corporate Payroll Officer	2013

Community Services

Customer service			
Prepared by	Team Leader Customer Service	Date	11 December 2012
Sub Plan Owner	<p>This plan is owned by the Group Manager Community Services who has overall responsibility for this plan.</p> <p>The routine management of the plan is delegated to Team Leader Customer Service who has responsibility for ensuring the accuracy and currency of the plan and advising the Group Manager Community Services of any changes required.</p>		
Identified Critical Business Functions			
<ul style="list-style-type: none"> Customer service functions to the community attending council. Customer service functions to the community telephoning council. 			
Overview of Functions (Context)			
<ul style="list-style-type: none"> Customer service staff provide information related to council services and take payments for services rendered as per councils fees and charges schedule. These services are provided at Civic Building. After hours council phones are diverted to the 'Well done Call Centre' and emergencies conveyed to relevant staff for action. Council has a website that is used to provide information to the community. 			
Business Impact Analysis			
Business Impact of Function Loss	Penalties for Non Delivery	Functional Independencies	
<ul style="list-style-type: none"> Loss of ability to communicate with community and pass on information 	<ul style="list-style-type: none"> Council reputation with Whyalla community 	<ul style="list-style-type: none"> Building Staff Phone system and after hours computer (receipting, Synergy, emails) Cash Security 	
Current Resources Premises/ Equipment/ Staff	Minimum Resources Required	Alternate Manual Process or Work Around	
<ul style="list-style-type: none"> Building 3 x staff Phone system and after hours Computer (receipting, Synergy, emails) Cash Security 	<ul style="list-style-type: none"> Building 3 x staff Phone system and after hours Computer, emails 	<ul style="list-style-type: none"> Manual receipting After hours call service Communications via other methods, website, media 	
Disruption Scenario			Max Acceptable Outage
<ul style="list-style-type: none"> Denial of access to site Loss of key staff Loss of IT Loss of phone system 			3 hours
Authority for Invoking Plan		Group Manager Community Services	
Key Decision Makers to be assembled			

Customer service		
Group Manager Community Services, Marketing Department, IT		
Stakeholders other than process owner		
Internal	External	
<ul style="list-style-type: none"> ▪ Group Manager Community Services ▪ Manager Communications and public Relations ▪ IT Department 	<ul style="list-style-type: none"> ▪ Media ▪ After hours call centre 	
Pre Event Preparedness Current policies & procedures & access points required to deliver function		
<ul style="list-style-type: none"> ▪ Manual receipting procedures ▪ Fees and charges booklet ▪ Emergency contact list, including staff, call centre 		
Emergency Response Immediate actions required if function is lost.		
On being advised of a business interruption event the following immediate responses should be considered:		
<ul style="list-style-type: none"> ▪ Assessment of loss and determine requirement of resources ▪ Communicate with Line Manager ▪ Determine alternative venue ▪ Determine required resources needed, source and implement ▪ Advise Media, communicate available sources to the community 		
Continuity Management Actions required to ensure continued availability of the function		
In the event of a business interruption event occurring as identified within the Disruption scenario analysis , that exceeds the identified MAO the following responses may be appropriate:		
<ul style="list-style-type: none"> ▪ Manual receipting processes to be implemented including cash drawer and security, risk assessments ▪ Computer system and Synergy to be operational ▪ Access to operational phone system (mobile phone) ▪ Communication link with after hours call service ▪ Communicate to the community via Media and websites ▪ Lock cash drawer 		
Communication Considerations		
Internal	External	
Group Manager Community Services MOU with Chubb regarding cash security	Communicate available services that are available to the community and venue via media and websites, Facebook, TV, newspaper.	
Further Treatment/Action Plans Actions required for continuous improvement		
Treatment/Action Plan	Position Responsible for development	Target Date
<ul style="list-style-type: none"> ▪ Develop a checklist ▪ Emergency contact list 	Team Leader Customer Services	

Infrastructure

Cemetery			
Prepared by	Manager Engineering Services	Date	11 December 2012
Sub Plan Owner	<p>This plan is owned by the Group Manager Infrastructure & Engineering who has overall responsibility for this plan.</p> <p>The routine management of the plan is delegated to Manager Engineering Services who has responsibility for ensuring the accuracy and currency of the plan and advising the Group Manager Engineering and Infrastructure of any changes required.</p>		
Identified Critical Business Functions			
Maintenance of infrastructure, allocation of plots, digging of graves, liaison with Funeral Services Provider.			
Overview of Functions (Context)			
Whyalla Council provides Crematorium services and is responsible for Asset and Infrastructure maintenance, allocation of burial plots, digging of graves for burial, issuing rights of funeral services, liaising with funeral service providers and record keeping.			
Business Impact Analysis			
Business Impact of Function Loss	Penalties for Non Delivery	Functional Independencies	
<ul style="list-style-type: none"> ▪ Access to site ▪ Burial plots not available (or filled with water after storms) ▪ Power and equipment failure 	EPA	<ul style="list-style-type: none"> ▪ Staff (suitably qualified) ▪ Equipment (digger) ▪ Power 	
Current Resources Premises/ Equipment/ Staff	Minimum Resources Required	Alternate Manual Process or Work Around	
<ul style="list-style-type: none"> ▪ 1 staff ▪ 1 digger ▪ Cremator 	<ul style="list-style-type: none"> ▪ Staff ▪ Equipment ▪ Power 	<ul style="list-style-type: none"> ▪ Records management ▪ Seek hospital assistance for morgue facility ▪ Seek Funeral Directors morgue facility 	
Disruption Scenario		Max Acceptable Outage	
<ul style="list-style-type: none"> ▪ No access to site ▪ Power outage ▪ Access to equipment 		<ul style="list-style-type: none"> ▪ Site access – 1 day ▪ Power outage – 1 day ▪ Equipment access – 1 day 	
Authority for Invoking Plan	Group Manager Infrastructure & Engineering Services		
Key Decision Makers to be assembled			
Group Manager Engineering and Infrastructure Services, Cemetery Curator, Funeral Director			
Stakeholders other than process owner			
Internal	External		
Group Manager Infrastructure & Engineering Services	<ul style="list-style-type: none"> ▪ Community ▪ Funeral Directors 		
Pre Event Preparedness Current policies & procedures & access points required to deliver function			
<ul style="list-style-type: none"> ▪ Cemetery Policies and Procedures at <ul style="list-style-type: none"> ○ Cemetery Office ○ Records Office 			

Cemetery		
Emergency Response Immediate actions required if function is lost.		
On being advised of a business interruption event the following immediate responses should be considered:		
<ul style="list-style-type: none"> ▪ Funeral Directors to be notified ▪ Hospital morgue facilities to be contacted ▪ Key decision makers to meet and decide action plan ▪ Contact EPA and notify 		
Continuity Management Actions required to ensure continued availability of the function		
In the event of a business interruption event occurring as identified within the Disruption scenario analysis , that exceeds the identified MAO the following responses may be appropriate:		
<ul style="list-style-type: none"> ▪ Contact nearby Cemetery Service Providers ▪ Hire additional equipment ▪ Power backup 		
Communication Considerations		
Internal	External	
Executive Management Team	<ul style="list-style-type: none"> ▪ EPA ▪ Community 	
Further Treatment/Action Plans Actions required for continuous improvement		
Treatment/Action Plan	Position Responsible for development	Target Date
<ul style="list-style-type: none"> ▪ Seek to develop an MOU with other Councils and Funeral Directors ▪ Add responsibility in position documents ▪ Backup staff training 	Group Manager Infrastructure & Engineering Services, Cemetery Curator	2014

Waste Management Collection and Disposal			
Prepared by	Manager Engineering Services	Date	11 December 2012
Sub Plan Owner	<p>This plan is owned by the Group Manager Infrastructure & Engineering Services who has overall responsibility for this plan.</p> <p>The routine management of the plan is delegated to Manager Engineering Services who has responsibility for ensuring the accuracy and currency of the plan and advising the Group Manager Engineering and Infrastructure of any changes required.</p>		
Identified Critical Business Functions			
The collection and disposal of waste within Council jurisdiction.			
Overview of Functions (Context)			
Whyalla City Council provides waste management services to its community. This service includes 3 bin system, kerbside collection, disposal and landfill depot and managing landfill deposits. In current arrangement council has contracted Veolia for kerbside collection and disposal (Veolia to have Continuity Plan).			
Business Impact Analysis			
Business Impact of Function Loss	Penalties for Non Delivery	Functional Independencies	
<ul style="list-style-type: none"> ▪ Access to key plant and equipment ▪ Loss of staff ▪ Equipment failure ▪ Access to cell (disposal location) 	<ul style="list-style-type: none"> ▪ Environmental hazard ▪ Community outrage ▪ Over expense ▪ Council reputation ▪ EPA license in question 	<ul style="list-style-type: none"> ▪ Staff availability ▪ Contractor availability ▪ Plant and equipment in good order ▪ Power 	
Current Resources Premises/ Equipment/ Staff	Minimum Resources Required	Alternate Manual Process or Work Around	
<ul style="list-style-type: none"> ▪ Landfill Depot (area covered) ▪ Plant (loader, dozer, truck) ▪ Cell management (pump, pipework) ▪ Staff (Manager, Assistants, Operators) 	<ul style="list-style-type: none"> ▪ Contractor arrangement for kerbside collection ▪ Operations staff at Depot ▪ Power ▪ Plant (dozer, loader, truck) 	<ul style="list-style-type: none"> ▪ Temporary large bins in strategic locations for garbage ▪ Empty large bins by alternate methods ▪ Request community hold green and recycle waste in backyards until situation under control 	
Disruption Scenario			Max Acceptable Outage
<ul style="list-style-type: none"> ▪ Kerbside collection on hold ▪ No access to disposal site ▪ Staff not available in full capacity ▪ Plant breakdown ▪ Power failure ▪ Communications failure 			<ul style="list-style-type: none"> ▪ Kerbside – 1 week ▪ Disposal site – 3 days ▪ Staff – 1 day ▪ Plant – 2 days ▪ Power – 1 day ▪ Communications – 3 days
Authority for Invoking Plan		Group Manager Infrastructure & Engineering Services	
Key Decision Makers to be assembled			
Chief Executive Officer, Manager Engineering Services, Civil Supervisor, Landfill operations key staff, Contractor's Representative			
Stakeholders other than process owner			
Internal		External	
<ul style="list-style-type: none"> ▪ Staff ▪ Council members 		<ul style="list-style-type: none"> ▪ Community ▪ EPA 	

Waste Management Collection and Disposal

Pre Event Preparedness Current policies & procedures & access points required to deliver function

- Current responsibilities, emergency contact persons, policies and procedures identified
- Above is available:
 - Hardcopy at Civic building, Landfill Depot and Works Depot
 - Electronic copy in G:\Infrastructure\Waste Management

Emergency Response Immediate actions required if function is lost.

On being advised of a business interruption event the following immediate responses should be considered:

- Notify Senior Management and Council members
- Manager City Services to temporarily supply staff as required
- Notify EPA of temporary disclosure
- Contact Contractor for Action Plan
- Contact Landfill staff of availability of action plan
- Key decision makers to meet and decide action plan
- Contact EPA to seek permission of temporary use of another cell

Continuity Management Actions required to ensure continued availability of the function

In the event of a business interruption event occurring as identified within the **Disruption scenario analysis**, that exceeds the identified MAO the following responses may be appropriate:

- Contact alternate service providers for waste collection and disposal
- Hire additional plant
- Employ contractor staff for operations
- Stockpile waste on tip face in appropriate sections until functional (available for a short period disruption)

Communication Considerations

Internal

Executive Management Team

External

- EPA advise
- Community information via media

Further Treatment/Action Plans Actions required for continuous improvement

Treatment/Action Plan	Position Responsible for development	Target Date
<ul style="list-style-type: none"> ▪ Seek assistance from other Councils ▪ Seek assistance from State Government ▪ Seek funding assistance ▪ Form responsibility matrix and add in responsible staff's position descriptions ▪ Need to determine if contractor has a business continuity plan 	Chief Executive Officer/ Group Manager Engineering and Infrastructure	June 2014

Infrastructure			
Prepared by	Manager City Services	Date	11 December 2012
Sub Plan Owner	<p>This plan is owned by the Group Manager Infrastructure & Engineering Services who has overall responsibility for this plan.</p> <p>The routine management of the plan is delegated to the Manager City Services who has responsibility for ensuring the accuracy and currency of the plan and advising the Group Manager Infrastructure & Engineering Services of any changes required.</p>		
Identified Critical Business Functions			
<ul style="list-style-type: none"> Emergency response to clear roads, remove and clear felled trees, street sweeping and stormwater/ flood management Safely secures/ inspects buildings, fencing, breakwaters etc. Provide backup support to SES and MFS 			
Overview of Functions (Context)			
<ul style="list-style-type: none"> Maintain council core functions Provide support as required to ZEC 			
Business Impact Analysis			
Business Impact of Function Loss	Penalties for Non Delivery	Functional Independencies	
<ul style="list-style-type: none"> Exacerbated damage levels Loss of services Loss of reputation Identification of potential hazards 	<ul style="list-style-type: none"> Possible negligence claims Legislative noncompliance fines Loss of license, authorities 	<ul style="list-style-type: none"> ZEC services negatively impacted 	
Current Resources Premises/ Equipment/ Staff	Minimum Resources Required	Alternate Manual Process or Work Around	
<ul style="list-style-type: none"> Approximately 70 field employees Relevant plant/ equipment eg tractors, trucks, skidsteer, streetsweeper, chainsaws PPE eg chaps, weather proof gear 2 way radios and frequency Meals/ medical emergency treatment Workzone traffic management signage 	<ul style="list-style-type: none"> Team of 20 experienced field employees 2 trucks, streets sweeper Relevant PPE Radios/ mobile phones First aid/ meals etc Work zone traffic management signage 	<ul style="list-style-type: none"> Use of volunteers to support staff Outsource to other stakeholders eg SES, SAPOL, MFS Draw on resources from neighbouring councils Community groups re catering/ first aid 	
Disruption Scenario			Max Acceptable Outage
<ul style="list-style-type: none"> Loss of utilities Loss of key staff Inability to access site Loss of key infrastructure Loss of communications Inability to access plant, PPE etc 			<ul style="list-style-type: none"> 24 hour for clearance needed for main roads 24 hours for mitigation of dangerous trees, building collapse etc Immediate (2 hours) for workzone traffic management to be in place re hazards
Authority for Invoking Plan		Group Manager Infrastructure & Engineering Services	
Key Decision Makers to be assembled			

Infrastructure	
Group Manager Infrastructure & Engineering Services	
Manager Engineering Services	
Manager City Services	
Stakeholders other than process owner	
Internal	External
<ul style="list-style-type: none"> ▪ Staff ▪ Council members 	<ul style="list-style-type: none"> ▪ Community ▪ EPA
Pre Event Preparedness Current policies & procedures & access points required to deliver function	
<ul style="list-style-type: none"> ▪ WHS Emergency Management Procedure ▪ Safe Working Instructions ▪ Responsibilities defined in position descriptions ▪ Relevant authorisations, sub delegations ▪ Relevant licences, training undertaken ▪ Relevant PPE available ▪ Communication plans and channels and available etc ▪ Determine appropriate leadership/ work team group with appropriate competencies ▪ Identify priority equipment for various scenarios 	
Emergency Response Immediate actions required if function is lost.	
On being advised of a business interruption event the following immediate responses should be considered:	
<ul style="list-style-type: none"> ▪ Assess emergency situation and impact ▪ Assess priority resources needed ▪ Determine availability of appropriate leadership/ work team personnel ▪ Organise appropriate equipment and personnel to site and deploy ▪ Have plan and tweak to meet particular circumstance and put contingencies in place ▪ Communicate with internal and external personnel and media as required 	
Continuity Management Actions required to ensure continued availability of the function	
In the event of a business interruption event occurring as identified within the Disruption scenario analysis , that exceeds the identified MAO the following responses may be appropriate:	
<ul style="list-style-type: none"> ▪ Have MOU with external parties including neighbouring council eg SES, ZEC etc re requirements ▪ Appropriate level of plant/ PPE available and maintained ▪ Employees familiarised with plan and trained in requirements ▪ Authorisations/ sub delegations in place ▪ Role and competency training identified and undertaken ▪ Communication channels identified, available, and personnel trained in their use ▪ Appropriate signage, workzone traffic management etc available, and personnel trained 	
Communication Considerations	
Internal	External

Infrastructure		
<ul style="list-style-type: none"> ▪ Mobile numbers available for leadership coordinator and backup ▪ Leadership group member designated to SMS or phone required personnel ▪ Plant/ equipment allocation determined and notified to relevant persons ▪ Communication channels organised 	<ul style="list-style-type: none"> ▪ Notify relevant external stakeholders/ agencies ▪ Setup media/ community information channel 	
Further Treatment/Action Plans Actions required for continuous improvement		
Treatment/Action Plan	Position Responsible for development	Target Date
<ul style="list-style-type: none"> ▪ Develop checklist ▪ Develop flowchart/ action plan ▪ Develop communication plan ▪ Analyse training needs ▪ Relevant plant/ equipment/ PPE required ▪ Councils Emergency Management Plan 	Group Manager Engineering and Infrastructure	2013

Airport			
Prepared by	Chief Executive Officer	Date	11 December 2012
Sub Plan Owner	<p>This plan is owned by the CEO who has overall responsibility for this plan.</p> <p>The routine management of the plan is delegated to the Airport Administrator who has responsibility for ensuring the accuracy and currency of the plan and advising the CEO of any changes required.</p>		
Identified Critical Business Functions			
Non airside operations of Whyalla airport (including Departure Terminal)			
Overview of Functions (Context)			
<p>Airport provides an important service:</p> <ul style="list-style-type: none"> ▪ Flying out residents requiring medical services ▪ For RFDS/ Air Force/ Army (Defence) ▪ Urgent/ emergency business needs ▪ FIFO employees/ contractors ▪ Business which depends on the airport eg rental cars ▪ Refuel Facility 			
Business Impact Analysis			
Business Impact of Function Loss	Penalties for Non Delivery	Functional Independencies	
<ul style="list-style-type: none"> ▪ Some businesses such as rental cars are based at the airport. Closing will have an immediate effect until an alternative arrangement is made. ▪ No AWIS available for pilots ▪ No VHF radio for pilot use ▪ Loss of all communications ▪ RFDS or Defence would need to operate from another airport eg Pt Augusta. ▪ FIFOs require alternative airport 	<p>Reputational issues for Council & the City of Whyalla</p> <p>Financial loss</p>	Airside Critical Infrastructure	
Current Resources Premises/ Equipment/ Staff	Minimum Resources Required	Alternate Manual Process or Work Around	
<ul style="list-style-type: none"> ▪ 1 x airport manager ▪ 1 x airport employee <p>Landside:</p> <ul style="list-style-type: none"> ▪ 1 x departure terminal ▪ 2-3 hangers ▪ Aero club facility <p>Airside:</p> <ul style="list-style-type: none"> ▪ 2 x operational runway 	<ul style="list-style-type: none"> ▪ 2 x airport employee ▪ 1- hanger ▪ 1x Vehicle with airside radio ▪ 2x Portable airside radios ▪ 2x Landside radios ▪ Mobile phone 	<p>Air traffic to be diverted to Port Augusta.</p> <p>Whyalla City Council to implement shuttle bus service</p> <p>Rescue helicopters can use Jubilee Park</p>	
Disruption Scenario			Max Acceptable Outage
<p>Loss of terminal facilities will result in the loss of the facilities Fire completely burns down airport terminal (landside)</p> <ul style="list-style-type: none"> ▪ Response: 			

Airport	
<ul style="list-style-type: none"> ○ MFS would be combatant agency for fire emergency ○ Provide appropriate support/ assistance via Airport Manager/ Employee to access to Council infrastructure and equipment ○ Provide interim press statement ▪ Recovery: <ul style="list-style-type: none"> ○ Implement recovery processes as per Airport Emergency Plan <p>Other</p> <ul style="list-style-type: none"> ▪ Loss of terminal ▪ Loss of airside ▪ Loss of terminal (flooding) ▪ 7 commercial flights ▪ RFDS/ Military 	
Authority for Invoking Plan	
Key Decision Makers to be assembled	
<p>REX contactors and Whyalla (plus ICT personnel), REX SA officer (possibly by teleconference or video conference), Council Executives, CASA, Air services Australia (air traffic control). OTS, AFP Police</p>	
Stakeholders other than process owner	
Internal	External
<ul style="list-style-type: none"> ▪ Staff ▪ Council members 	<ul style="list-style-type: none"> ▪ Community ▪ EPA
Pre Event Preparedness	
<p>Current policies & procedures & access points required to deliver function</p> <p>As per Airport Emergency Plan</p> <p>Review of emergency exercise out comes</p> <p>Review of current policy and procedures</p>	
Emergency Response	
<p>Immediate actions required if function is lost.</p> <p>On being advised of a business interruption event the following immediate responses should be considered:</p> <p>Immediate contact with REX,CASA ,OTS, RFDS, Hospital</p> <p>A media report should go out to the public informing them of interruption to service</p> <p>Notify Melbourne flight operations</p> <p>Notify Air Services</p>	
Continuity Management	
<p>Actions required to ensure continued availability of the function</p>	

Airport

In the event of a business interruption event occurring as identified within the **Disruption scenario analysis**, that exceeds the identified MAO the following responses may be appropriate:

- Convert spare hanger or aero club into Interim Departure Terminal
- Facilitate setup of departure lounge, assistance with furniture, ICT, temporary security entry/ exit gates and fencing
- Set up of freight and baggage handling areas
- Redirect ground power for plane start up
- Immediate set up of AWIS, VHF radio and beep back facility
- Contact OTS re-developing SEZ(Special Event Zone)
- Contact CASA re any compliance issues

Communication Considerations

Internal

Response

- Immediate contact between Airport Administrator and GM Engineering and Infrastructure
- GM Engineering and Infrastructure to contact Chief Executive Officer when response implemented and fire suitably controlled
- Chief Executive Officer to advise Group Manager when fire controller and later Ems

Recovery

- Debrief with staff

External

Response

- Airport Administrator to contact emergency services, also Airservices, CASA, REX
- Chief Executive Officer/ Group Manager to provide media with interim statement
- Chief Executive Officer/ Group Manager to provide media with formal (later) statement
- Issue NOTAM if required
- Contact RFDS ,Melbourne opps

Recovery

- Debrief with emergency services, REX, CASA, Airservices

Further Treatment/Action Plans Actions required for continuous improvement

Treatment/Action Plan	Position Responsible for development	Target Date
<ul style="list-style-type: none"> ○ CFSP to be reviewed on commencement of Airport Administrator ○ Action plans with other regional airports ○ Continued on going staff training ○ Correct staffing arrangements 	GM Engineering and Infrastructure	Dec 2013

Depot

Prepared by	Manager City Services	Date	1 February 2014
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Depot		
Sub Plan Owner	This plan is owned by the Group Manager Infrastructure & Engineering who has overall responsibility for this plan The routine management of the plan is delegating to the Manager City Services who has responsibility for ensuring the accuracy and currency of the plan and advising the CEO of any changes required.	
Identified Critical Business Functions		
Maintaining the infrastructure owned by Whyalla Council for the benefit of the Whyalla community.		
Overview of Functions (Context)		
The Infrastructure Depot staff provides the following maintenance services: <ul style="list-style-type: none"> ▪ Parks and Gardens – Parks, medians and verges, irrigation, cemetery, etc. ▪ Arborist – Planting, tree trimming, etc. ▪ Civil Works – Road maintenance, footpath maintenance, etc. ▪ Building Maintenance – Buildings, road signs, workshop mechanical services, etc. ▪ Training and safety 		
Business Impact Analysis		
Business Impact of Function Loss	Penalties for Non Delivery	Functional Independencies
<ul style="list-style-type: none"> • Parks and Gardens will be behind in maintenance and some plants and trees may die or become a danger. Grass mowing delayed. • Cemetery activities delayed. • Arborist some plants and trees may die or become a danger. • Civil works may result in road and footpaths maintenance delayed and some areas may become dangerous to use. • Building maintenance may be delayed, road signage not replaced and vehicle not be maintained or serviced. 	Reputational issues for Council and the City of Whyalla	Other Critical Infrastructure
Current Resources Premises/ Equipment/ Staff	Minimum Resources Required	Alternate Manual Process or Work Around
<ul style="list-style-type: none"> • 5 Supervisors • 7 Team Leaders • 32 Staff 	<ul style="list-style-type: none"> • 3 Supervisors • 4 Team Leaders • 25 Staff 	Maintenance can be delayed for a short while for staff to work on critical event.
Disruption Scenario		Max Acceptable Outage
Loss of the Infrastructure Depot will result in the loss of facilities (if Fire burns down depot). <ul style="list-style-type: none"> • Response: <ul style="list-style-type: none"> ○ Allow emergency services to take control of fire situation ○ Provide appropriate support / assistance via Manager City Services / Supervisors / Staff to access workshops, plant and equipment. ○ Provide an interim press statement • Recovery: <ul style="list-style-type: none"> ○ Implement recovery process as per Emergency Plan 		

Depot		
<ul style="list-style-type: none"> • Other: <ul style="list-style-type: none"> ○ Loss of depot ○ Loss of coordination depot 		
Authority for Invoking Plan	Group Manager Engineering and Infrastructure	
Key Decision Makers to be assembled		
Group Manager Engineering and Infrastructure Manager City Services		
Stakeholders other than process owner		
Internal	External	
<ul style="list-style-type: none"> ▪ Staff ▪ Council members 	<ul style="list-style-type: none"> ▪ Community ▪ EPA 	
Pre Event Preparedness		
Current policies & procedures & access points required to deliver function		
As per Infrastructure Depot Emergency Plan (to be developed by the Manager City Services).		
Emergency Response		
Immediate actions required if function is lost.		
<ul style="list-style-type: none"> • Supervisors to report to Depot to direct their staff activities and to respond to requests • Determine availability of staff and Equipment • Direct staff to check on infrastructure within responsibility • Report all function loss (where, severity, what action to rectify, duration to rectify, resources required, estimated costs) • Implement emergency power 'if required' • Take direction on works priority and sequencing (where, when, what resources) • Obtain authorization to carry out works • Determine leadership and resourcing for each work priority and deploy staff • Identify equipment priority • Determine Contractor requirements and obtain authorization • Communicate internally • Work with other agencies and Councils eg SES, ZEC, etc. • Ensure appropriate levels of PPE 		
Continuity Management		
Actions required to ensure continued availability of the function		
<ul style="list-style-type: none"> • Manage shifts should works exceed one days work • Have continuity of leadership at the Depot 		
Communication Considerations		
Internal	External	
<ul style="list-style-type: none"> • Site Leadership to have mobile phones and/or radio Contact • Plant availability updates 	<ul style="list-style-type: none"> • Contact Contractors by phone or radio 	
Further Treatment/Action Plans		
Actions required for continuous improvement		
Treatment/Action Plan	Position Responsible for development	Target Date
<ul style="list-style-type: none"> ○ Develop checklists ○ Develop flowcharts / action plans ○ Provide training as the need arises ○ Obtain and install emergency power generator 	Manager City Services	

Development

Legislation compliance			
Prepared by	Compliance Officer	Date	11 December 2012
Sub Plan Owner	<p>This plan is owned by the Group Manager City Development and Delivery who has overall responsibility for this plan.</p> <p>The routine management of the plan is delegated to the Team Leader Regulatory Services who has responsibility for ensuring the accuracy and currency of the plan and advising the Group Manager City Development and Delivery of any changes required.</p>		
Identified Critical Business Functions			
<ul style="list-style-type: none"> ▪ Collection of stray dogs/ cats found or notified of ▪ Catching of wandering dogs ▪ Ability to reunite pets with their owners ▪ Somewhere to put animals collected ▪ Ability to communicate with agencies/ community 			
Overview of Functions (Context)			
<ul style="list-style-type: none"> ▪ To provide a service to the community by picking up/ collecting stray dogs/ cats, having somewhere to house them and reuniting them with their owners as soon as possible ▪ To maintain safety of community in regard to wandering dogs during emergency event 			
Business Impact Analysis			
Business Impact of Function Loss	Penalties for Non Delivery	Functional Interdependencies	
<ul style="list-style-type: none"> ▪ No staff – no coordination/ direction with other organisations i.e. RSPCA/ Police/ SA Dog Rescue ▪ No access – where to put dogs? ▪ Loss of communication – how to reunite? ▪ Risk of injury to community 	<ul style="list-style-type: none"> ▪ Community criticism ▪ Impounding procedure ie dogs in same pens? ▪ Possible dog attacks within community 	<ul style="list-style-type: none"> ▪ Computer ▪ Vehicle ▪ Dog catching equipment ▪ Trained staff ▪ Phone 	
Current Resources Premises/ Equipment/ Staff	Minimum Resources Required	Alternate Manual Process or Work Around	
<ul style="list-style-type: none"> ▪ Dog pound – 14 pens/ large fenced areas ▪ 1 x 4WD ▪ 1 x dedicated dog van ▪ 2 x trained staff ▪ Dog catching equipment ▪ Mobile phones 	<ul style="list-style-type: none"> ▪ Vehicle ▪ Mobile phone ▪ 1 x trained staff ▪ Leashes ▪ Large fenced area or shed/ building 		
Disruption Scenario		Max Acceptable Outage	
<ul style="list-style-type: none"> ▪ No access to pound ▪ No staff available ▪ No communication ▪ No vehicle 		<ul style="list-style-type: none"> ▪ No access to pound: <ul style="list-style-type: none"> ○ Up to 1 week – house locally (RSPCA/ vets/ SA dog rescue) ○ 1-2 weeks – Pt Augusta or Cowell AWL or vets ○ More than 2 weeks – temporary structure if 	

Legislation compliance		
		<p>necessary</p> <ul style="list-style-type: none"> ▪ No staff available: <ul style="list-style-type: none"> ○ Up to 1 week – RSPCA staff, vet staff, SA Dog Rescue staff ▪ No vehicle – take dogs to specified location
Authority for Invoking Plan		
Key Decision Makers to be assembled		
Group Manager City Development and Delivery, Manager Environmental Health and Regulatory Services, Team Leader Regulatory Services		
Stakeholders other than process owner		
Internal	External	
<ul style="list-style-type: none"> ▪ DMO/ CO ▪ Customer Service ▪ Media and communications 	<ul style="list-style-type: none"> ▪ RSPCA ▪ SA Dog Rescue ▪ SES ▪ Police 	
Pre Event Preparedness Current policies & procedures & access points required to deliver function		
<ul style="list-style-type: none"> ▪ Impounding dog procedure ▪ Dog and Cat Management Act 1995 		
Emergency Response Immediate actions required if function is lost.		
On being advised of a business interruption event the following immediate responses should be considered:		
<ul style="list-style-type: none"> ▪ Identify suitable alternative venue eg Ayliffe depot, private kennels ▪ Decide who will do what and what pickup arrangements will be made 		
Continuity Management Actions required to ensure continued availability of the function		
In the event of a business interruption event occurring as identified within the Disruption scenario analysis , that exceeds the identified MAO the following responses may be appropriate:		
<ul style="list-style-type: none"> ▪ Other suitable venues 		
Communication Considerations		
Internal	External	
<ul style="list-style-type: none"> ▪ Dogs to be picked up from pound ▪ If no pound – from RSPCA or location decided on 	<ul style="list-style-type: none"> ▪ RSPCA contact ▪ SA Dog Rescue contact ▪ Vet contacts ▪ Police 	
Further Treatment/Action Plans Actions required for continuous improvement		
Treatment/Action Plan	Position Responsible for development	Target Date
<ul style="list-style-type: none"> ▪ No JSAs ▪ No risk assessments ▪ Train backup staff? 	Group Manager City Development and Delivery Team Leader Regulatory Services	2013

CONTACTS

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