
City of Greater Geraldton

4.25 BUSINESS CONTINUITY MANAGEMENT

SUSTAINABILITY THEME

Governance

OBJECTIVES

The Business Continuity Management Policy has been developed in conjunction with the City's Risk Management Framework to assist the City prepare for major disruptive events to its operations.

POLICY STATEMENT

The policy defines the City's approach to business continuity management and the principles by which business continuity plans will be developed and maintained.

POLICY DETAILS

1. Business Continuity Planning

The objective of business continuity management is to minimise the impact of a disruptive event on critical operations and the delivery of services to the community by ensuring that the organisation develops an effective Business Continuity Framework and that relevant Business Continuity Plans are in place. Examples of disruptive events include: natural disasters; fire or flood damage to the City facilities; IT business systems failure; and telecommunications failure.

A key aim of the City's Business Continuity Management Framework is to:

- 1.1. Increase organisational resilience by undertaking specific actions to strengthen the City's adaptive capability for managing sudden and significant change;
- 1.2. Continue to deliver critical business functions and services in a disruptive event or disaster;
- 1.3. Effect recovery with as little down time and negative impact as possible; and
- 1.4. Recognise and act on improvement opportunities inherent in an improved understanding of the City's core business processes and objectives.

The City's Business Continuity Framework is made up of the following:

- 1.5. Business Continuity Management Policy - defines the City's approach to business continuity management and the principles by which business continuity plans will be developed and maintained within the organisation.
- 1.6. Business Continuity Plan - provides the required detail for the coordination and management of the organisation during a significant disruptive event, the process for relevant business continuity plan activation and deactivation, and detail regarding BCP training and exercise requirements to ensure preparedness for disruptive events.
- 1.7. Departmental Business Continuity Sub-Plans - considers the impact of disruptive events on critical operations and documents procedures to allow continuity of services in the event of significant disruption.

2. Approach to Business Continuity Management

Business Continuity Management at the City will align to the AS/NZS 5050:2010 Business Continuity – Managing Disruption-Related Risk Standard, which was developed to assist organisations maintain continuity of their operations through effective management of disruption-related risk. This will equip the organisation with the capacity to:

- 2.1. Stabilise any disruptive effects as soon as possible;
- 2.2. Safeguard the City's assets, including people, property and financial resources;
- 2.3. Continue and/or quickly resume those operations that are most critical to the City's objectives to ensure the delivery of essential services to the community;
- 2.4. Expedite a return to normal operations and recovery; and
- 2.5. Capitalise on any opportunities created by an event.

ROLES AND RESPONSIBILITIES

The Executive Management Team are responsible for overseeing Business Continuity Management across the organisation.

The Corporate Services department is responsible for the coordination of business continuity management including the oversight of appropriate documentation, training, coordinating testing and monitoring of the Business Continuity Management Framework.

Managers are the Departmental Business Continuity Sub-Plans owners whom have responsibility for undertaking business impact analysis and ensuring that all critical functions under their responsibility have Business Continuity Plans established, maintained and reviewed. The Corporate Services team will assist with this process.

Each critical function within a Department will have an appointed Business Continuity Plan owner who has the responsibility for actioning continuity arrangements when a critical function is interrupted. The owner must also ensure that relevant employees are aware of and trained in the actioning of the plan.

WORKPLACE INFORMATION

CP 4.7 Risk Management

City of Greater Geraldton Risk Management Framework

City Business Continuity Plan

AS/NZS 31000:2009 Risk Management – Principles and Guidelines

AS/NZS 5050:2010 Business continuity – Managing disruption-related risk

POLICY ADMINISTRATION

Directorate	Officer	Review Cycle	Next Due
Corporate and Commercial Services	Manager Corporate Services	Biennial	2020
Version	Decision Reference	Synopsis	
1.	CCS378 - 27 November 2018	New Policy designed to support CP 4.7 Risk Management	