

Business Continuity Management Policy

Local Government Act 2009

1. Policy Statement

Townsville City Council (Council) recognises the importance of organisational resilience to ensure the uninterrupted availability of all key business resources and critical business functions.

Effective business continuity management helps to prevent and mitigate the severity of potential business interruptions on the organisation and its stakeholders and fully restore operations in the most efficient manner following an interruption.

2. Principles

Council is committed to planning and preparing for organisational resilience during significant business interruptions and at all times ensuring the safety and wellbeing of its Workers, the community and the environment.

3. Scope

This policy is an integral element of Council's governance framework and applies to all Council sections and Workers.

4. Responsibility

The Chief Executive Officer has ultimate responsibility for the business continuity of Townsville City Council. Managers are responsible for the management of business continuity and for ensuring this policy is understood and adhered to by all Workers.

5. Definitions

Business Continuity Management - means a holistic management program that identifies potential events that threaten an organisation and provides a framework for building resilience with the capability for an effective response that safeguards the interests of its key stakeholders, the environment, reputation, brand and value creating activities.

Business Continuity Plan - refers to the documented considerations and strategies that guide organisations in preventing, preparing for, responding to and recovering from the impacts of severe disruptions to critical business functions, including the prioritisation of efforts and resources to support the resumption of time-sensitive operations and services.

Business Impact Assessment - means the process by which the business determines the financial and non-financial impacts, effects and losses that might result if the business were to suffer a significant disruption to critical functions and services.

Business Operational Assessment and Analysis - means the process by which the business identifies its core functions and determines which of those functions are critical, with subsequent analysis of those critical functions to determine the maximum time those functions may be impacted or unavailable before the business is affected.

Core Business Functions - means those activities essential to deliver outputs and achievement of business objectives.

Council's Executive - includes the Chief Executive Officer and Directors.

Critical Business Functions - means those vital functions, without which the Council cannot effectively operate and as a result could suffer serious reputation, financial, legal or other damages or penalties.

Directors - includes roles with titles of Director, Chief of Staff, Chief Financial Officer or Chief Planning and Development Officer.

Disaster Management - arrangements about managing the potential adverse effects of an event, including, for example, arrangements for mitigating, preventing, preparing for, responding to and recovering from a disaster as defined in Section 14 of the *Disaster Management Act 2003*.

Emergency Response - refers to an organisation's operational approach to minimise the effects of and coordinate efforts and resources in relation to localised incidents, emergencies and disaster events.

Manager - an individual responsible for overseeing and coordinating specific functions, departments, teams or projects within Townsville City Council.

Risk Management - refers to the process of defining and analysing risks, and then deciding on the appropriate course of action in order to minimise these risks, whilst still achieving business goals.

Significant business interruption - means an extraordinary event causing a disruption to or loss of key critical business functions.

Workers - includes employees, contractors, volunteers and all others who perform work on behalf of Council.

6. Policy

Council will develop and maintain its Business Continuity Management Framework and Business Continuity Plans in accordance with the Enterprise Risk Management Framework, aiming to minimise the disruption caused to Council's operations should a significant business interruption occur.

Council is committed to building an effective business continuity culture to continuously improve the resilience and response capabilities within the organisation's critical business functions. Council will develop and review business continuity management strategies to suit the needs of the business, ensuring they align with changes to organisational structure and operational portfolios, identify dependencies across the business and address any gaps that may be identified through review or implementation.

In the event of a significant business interruption, Council will:

- ensure critical business functions are maintained or restored as soon as possible;
- endeavour to ensure the confidence of workers, the community and stakeholders;
- fulfil regulatory and contractual requirements and obligations; and,
- mitigate financial, statutory/regulatory, service delivery, well-being and reputation/brand consequences.

This will be achieved by:

- ensuring maintenance of an enterprise wide Business Continuity Management Framework, an overarching Townsville City Council Business Continuity Plan and supporting business unit plans;
- undertaking a risk management process to identify the most likely disruption scenarios to impact the business;
- undertaking a business operational assessment and analysis to identify the organisation's critical business functions and determine recovery time objectives for each of those functions;
- undertaking a Business Impact Assessment to determine the potential impact or consequences of a disruption on the critical business functions;
- identification and development of new and existing risk mitigation processes and procedures for all critical business functions;
- development of functional and relevant business continuity response and recovery strategies to support the maintenance and/or restoration of critical business functions;
- testing and maintenance of Business Continuity Plans within the organisation using a range of methods, which may include desktop reviews, scenario-based discussion exercises or simulations and post-event reviews, with peer review by other councils or review by external parties as required;
- regular reporting on the status of Business Continuity Management to Council's Executive and Council's Audit and Risk Committee;
- leading by example to foster a culture of responsible business continuity management within the organisation; and
- implementing an integrated and coordinated approach with the disciplines of risk management, disaster management and emergency response.

7. Legal Parameters

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

Disaster Management Act 2003

HB 292-2006 A Practitioners Guide to Business Continuity Management

ISO 22301 Business Continuity Management BSI Australia

Local Government Act 2009

Local Government Regulation 2012

8. Associated Documents

Enterprise Wide Risk Management Policy

Disaster Management Policy

Townsville Local Disaster Management Plan and associated sub plans