



Business Continuity Management Policy

Local Government Act 2009

1. POLICY STATEMENT

Townsville City 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 – means the central plan that documents continuity and recovery procedures for crises events. The Business Continuity Plan provides sufficient detail regarding the deployment of appropriate strategies for the resumption of operations according to predetermined priorities.

Business Impact Analysis – means a process that identifies and analyses controls, exposures and operations to establish planning needs, strategies and recovery objectives.

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Key critical business functions – means a vital functions, without which the council cannot effectively operate and as a result could suffer serious reputation, financial, legal or other damages or penalties.

Manager – includes persons appointed to positions with the title, Team Manager, General Manager, Principal, Director and Chief.

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 by anticipating risks, identifying mitigating strategies and having in place pre-tested strategies to minimise the disruption caused to council's operations should a significant business interruption occur.

Council will build a business continuity culture to continuously improve the resilience and response capabilities within the organisation's critical business functions.

Council will investigate the requirement for Business Continuity Plans. Plans will be developed and tested for all those functions that are identified as being critical to the organisation.

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

- ensure key critical business functions are restored and maintained 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, legal/regulatory, service delivery, well-being and reputation/brand consequences.

This will be achieved by:

- identifying the organisation's key critical business functions;
- undertaking business impact analysis of each of the identified key critical business functions;
- identification and development of new and existing risk mitigation processes and procedures for all key critical business functions;
- maintenance of an enterprise wide Business Continuity Management framework, business continuity action plan and supporting response plans;
- testing and maintenance of Business Continuity Plans and subsequent plans within the organisation via desktop audits, simulation or full plan testing;
- regular reporting on the status of Business Continuity Management;
- development and support of a culture of responsible business continuity management within the organisation; and
- an integrated and coordinated approach with the disciplines of risk management, disaster management and emergency management.

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7. LEGAL PARAMETERS

Local Government Act 2009

HB 292-2006 A Practitioners Guide to Business Continuity Management

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

ISO 22301 Business Continuity Management BSI Australia

8. ASSOCIATED DOCUMENTS

Townsville City Council Business Continuity Management Framework

Townsville City Council Business Continuity Management Action Plan

Enterprise Wide Risk Management Strategic Framework and Process

Townsville City Council Emergency Response Plan

Townsville Local Disaster Management Group Local Disaster Management Plan

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