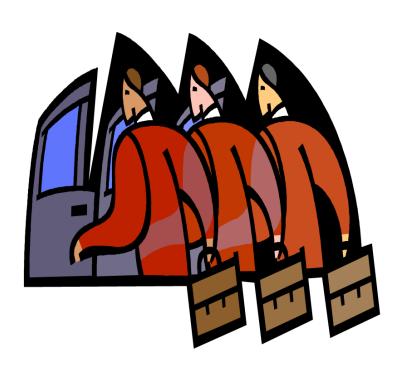# BUSINESS CONTINUITY PLAN

Council Administration Centre
44 Princess Street Macksville NSW 2447

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1   DOCUMENT CONTROL

The following procedure establishes a process for the review, distribution and implementation of the Business Continuity Plan documentation.

- Document distribution will be controlled.

- The Safety and Risk Officer shall maintain distribution lists. Each recipient shall initial the distribution list to indicate their receipt of the manual.

- All control documents are approved before issue and are marked with the revision number and the revision date.

- The Safety and Risk Officer is responsible for removal of obsolete controlled documents from all points of issue and use.

- The documents will be reviewed by the Safety and Risk Officer who will be responsible for any subsequent changes to the document.

- The Safety and Risk Officer is responsible for ensuring that changes to controlled documents are understood, distributed, and communicated to the affected functions within the organisation.

Each individual issued a controlled copy of a Business Continuity Plan is responsible for its safe keeping.

2   DOCUMENT DISTRIBUTION

This is a controlled document.

Document No	Issued To	Date	Comments	Sign
01	Assistant General Manager Corporate Services			
02	Manager Human Resources			
03	Safety and Risk Officer			
04	Manager ICT			
05	General Manager			
06	Chief Financial Officer			
07	Assistant General Manager Engineering Services			
08	Business Services Coordinator			
09	Manager Assets			
10	Manager Development and Enviornment			
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3   REVISION STATUS

Revision No	Revision Date	Authorising Officer	Revision Entered By	Date Entered	Initials
Version 2	August 2005		S&RO	11/08/05	WM
Version 3	October 2012		S&RO	2/10/2012	MS
Version 4	Jan 2019		MICT	7/1/2019	DM
Version 5	Mar 2020		AGMCS	16/2/2020	RH

4   PURPOSE OF THE PLAN

The Business Continuity Plan outlines the strategies and actions to be implemented to achieve full operational recovery from a disaster that has destroyed the Council Administration Centre.

The Plan allocates responsibility to various Council Officers in the event of a disaster and actions each is to undertake to allow immediate occupation of the crisis centre and establish temporary accommodation to allow full operational recovery from the disaster as quickly as possible.

The Plan is supplementary to the Disaster Recovery Plan and provides a systematic approach to restoring Council's functions and activities in the short term and then returning to full operations until permanent accommodation is established.

The Disaster Recovery Plan identifies the Officers with the responsibility and expertise in key areas of the organisations operations to restore daily operations and services.

In the event that members of the Disaster Recovery Team or Officers allocated responsibilities in this Plan are unavailable, the personnel flowchart in the Disaster Recovery Plan is to be used to identify the personnel to assume the roles of those that may be unavailable.

5 CRISIS CENTRE FACILITIES

The Supervisors' office at the Works Depot, 20 Gumma Road, Macksville will immediately provide the following services. **(Please note corporate records and the internet will not be available at the depot.)**

Facility	Number Available
Telephones	5 lines voice and handsets
Fax	1
Photocopier	1
Computers	5 x PCs and 2 printers.
Desks	7
Chairs	10

These services will be utilised whilst the services and facilities needed to allow occupation of the Macksville Senior Citizens Centre (MSCC) are established.

In addition to the above the Purchasing/Stores Officer's office and Depot Coordinator's office each has a desk, chair, PC and telephone line.

In the event that the Supervisors' office is occupied as the crisis centre on a week day or for longer than twenty four hours, the Supervisors will share occupancy of the Purchasing/Stores Officer and Depot Coordinator's offices.

The MSCC will be used as temporary accommodation until permanent accommodation is established. The MSCC has the capacity to provide the following facilities and accommodation:

Facility	Number Available
Telephones	1 line and handset
Work Stations	2
Staff amenities	Staff Room / male and female amenities
Parking	Approximately 50 formed / unformed spaces

It is proposed that a Council Administration Centre will be established in the Macksville Senior Citizens Centre, Princess Street, Macksville. The Centre should be able to be established within one week.

A business continuity pack is stored in the Records Storage Room at the Depot. The pack contains letterheads, order book, manual receipt book, standard forms and other stationery that are not generated electronically. These items will allow most normal business to be continued whilst waiting re-supply of all destroyed business forms.

6   ASSIGNMENT OF ROLES

1   Role of the Disaster Recovery Team (DRT)

A   Determining Priorities

i)   Council's priorities will be determined by the DRT and these priorities will be communicated to the Council, the public and any other organisation as required. In order to do this each Manager will provide the DRT with the following information updated as required.

- staff available;
- plant and equipment available;
- facilities and properties available;
- communication systems available;
- summary of operations shut down due to the disaster;
- estimate of resources needed to restore operations;
- timeframe for resumption of services;
- summary of any permanent losses;
- operations not affected by the disaster;
- operations needing relocation.

ii)   The DRT will determine a relocation strategy based on the Council's available resources.

iii)   The overall co-ordination of the recovery will be the responsibility of the General Manager. The General Manager should remain highly visible and accessible to all staff and others needing assistance with their problems. The success of this plan revolves around the leadership of the General Manager.

B   Communications

Only the Mayor or General Manager is permitted to speak with the press. Council should release a statement to the press immediately.

i)   All communications will be co-ordinated through the DRT who will be responsible for:

- the allocation of communication resources;
- all news releases to the media;
- all communications to employees;
- all communications to insurance companies;
- all communications regarding recovery strategies.

ii)   The DRT will hold scheduled major briefings twice daily at 1000 hours and 1600 hours in the MSCC. The frequency of these meetings can be scaled down as recovery progresses.

iii)   The DRT (via the Business Services Co-ordinator (BSC)) will establish a status data bank which will keep a chronological diary of events, scheduled meetings, minutes, telephone logs etc. The database should include:

- an up-to-date employee phone directory listing mobile and landline telephone numbers.
- a running account of assignments given to Council's various sections and employees, and
- schedule and minutes of all meetings held.

2 Role of the Disaster Recovery Coordinator (DRC) – Assistant General Manager Engineering Services (AGMES)

The AGMES will oversee the DRT to ensure the business continuity plan is implemented and adhered to and is responsible for the timely establishment of the MSCC and Council's functions and activities are fully operational. The role of the AGMES will include the following:

- Work with the DRT to conduct a survey of the disaster site when cleared for inspection by the Authorities and validate decisions concerning the damaged building, including securing the site, safety of the site, access control to the site and preparation of technical documentation to assist the DRT.
- Prepare a summary report of the extent of the damage and disruption to the Administration Centre with any recommendations.
- Liaise with the MHR regarding return to work of staff.
- Ensure the site is not a safety issue for adjoining property or traffic in consultation with the relevant authorities and Insurers.
- Oversee the activities of the Manager Assets in organising contractual services (carpenters, electrical, plumbing and others as needed) for the MSCC.
- Establish a temporary administration centre in the MSCC
- Work closely with the Manager Information and Communication Technology (MICT) to assist in the recovery of IT and communication functions.

3 Role of the Finance Coordinator – Chief Financial Officer (CFO)

The CFO will co-ordinate the assessment, salvage and restoration of financial data for Council to minimise the effect of the disaster on Council's operation. The role of the CFO will include:

- For the duration of the initial recovery phase, supervise the Accountant in the emergency procurement of office materials and equipment and Services to allow financial services to be restored. This may include the renting or leasing of equipment/services.
- establish a manual purchase requisition system, if needed, until all computer systems are operational.
- responsibility for generating all forms used to record Council's financial transactions and provide forms to staff via the DRT with written guidelines and procedures regarding interim cost accounting measures.
- designate the Accountant to maintain a register of all disaster related expenditure for the purpose of cost accounting and reimbursement of expenses by the insurance company.
- establish special ledger account codes which will identify any financial transaction, both internal and external as well as overtime charges, to the special cost collection account codes.

- Prepare a summary report of the extent of the damage and disruption to the Finance Department with any recommendations.
- Establish the temporary finance centre in the MSCC.
- Liaise with the MHR regarding return to work for finance staff.
- Establish the financial services in the following order;
- cashier, rates, stores, others.

4   Role of the IT and Communication Coordinator – Manager ICT (MICT)

The MICT will co-ordinate the assessment, salvage and restoration of IT data and the communication network for Council Departments affected by the disaster and work with the DRT to minimise the effect of the disaster on Council's operations and to assist in the swift recovery of information services to user departments and to the public. The role of the MICT will include:

- The existing Council telephone number of 6568 2555 to be redirected immediately to the Crisis Centre.
- Direct dial numbers 6568 0xxx to be redirected to staff mobile numbers.
- Instruct all employees to bring any laptops, notepads and mobile phones they might possess to the crisis centre.
- Notify Council's current suppliers of hardware and software placing them on standby for assistance.
- Bring online the disaster recovery server in the library server room to provide immediate access to all electronic data.
- Work with the DRT to conduct a survey of the disaster site as soon as the site is cleared for inspection. Inspection of the site shall place emphasis on providing information in respect to:
    - which functions of the IT section are operational;
    - are there any steps that can be taken immediately to maintain or improve operating functions;
    - should the equipment be removed from the site to prevent further damage;
    - what resources are required to regain functions.
- Address computer security issues such as removal of hard drives from damaged computers and the securing of any undamaged system documentation.
- Prepare a summary of the extent of the damage with recommendations to the DRT.
- Consult with the directors / managers to determine immediate and short term computer and communication needs.
- Establish a fully functional temporary computer centre in the MSCC.
- Establish appropriate communication network at the MSCC.
- Liaise with the MHR regarding return to work of IT staff.
- Assist the SRO in the preparation of the claims documentation for insurance purposes.

5   Role of the Risk Management Coordinator - Safety and Risk Officer (SRO)

The SRO will be responsible for insurance related issues resulting from the disaster. This will include:

- notification of incident to the insurance broker;
- relay of instructions from insurance broker and underwriter to the DRT;
- confirm appointment of the loss adjuster;
- accept, dispute or negotiate loss adjuster decisions;
- prepare a timetable for the restoration work and highlight any milestones in the timetable with the loss adjuster;
- safeguard all investigative information concerning the disaster including statements, photographs and videos with the assistance of the BSC;
- Prepare the Statement of Claim with the help of the insurance broker and/or claims preparation consultant.
- Arrange full time security for the disaster site.

6   Role of the Premises Coordinator (PC) – Manager Assets (MA)

The Premises Co-ordinator will work with the DRT to ensure the MSCC is available for occupation without delay and has the capacity to accommodate the needs of all staff and provide customers with the full range of Council's services. The role of the PC will include the following:

- Notify users of the Macksville Senior Citizen Centre of Council occupying the MSCC – through the Business Services Unit
- Notify current suppliers of furniture and office equipment placing them on standby for assistance.
- Consult with directors / managers regarding allocation of office space, office equipment needs and customer service areas.
- Consult with MICT regarding distribution of IT and communication network.
- Prepare a report on the establishment of MSCC as temporary accommodation including location of additional accommodation if needed.
- Liaise with the Technical Officer Assets to organise contractual services (carpenters, electrical, plumbing and others as needed) for the MSCC.
- Source and arrange delivery of all office equipment and office supplies.
- Assist the SRO in the preparation of the claims documentation for insurance purposes.

7   Role of the Human Resources Coordinator – Manager Human Resources (MHR)

The Human Resources Co-ordinator will work with the DRT to minimise the effect of the disaster on Council's staff. The role of the MHR will include the following:

- Contact all Council employees alerting them of the disaster.
- Obtain the contact details of all staff directly affected by the disaster and instruct them to remain on standby until requested to return to work.

- Advise all works staff to attend work as normal.
- Implement the trauma management policy
- Prepare a summary report of the extent of the damage and disruption to the Human Resources Section with any recommendations.
- Establish a temporary human resources centre in the MSCC
- Establish the extent of file damage, recover files if possible and establish new files.
- Assist the Safety and Risk Officer (SRO) in the preparation of the claims documentation for insurance purposes.
- Liaise with all other departments/sections regarding return to work of all staff.

8   Role of the Assistant General Manager Corporate Services - (AGMCS)

The AGMCS will work with the DRT to minimise the effect of the disaster on Council's operations. The role of the AGMCS will include the following:

- Oversee the activities of all financial services, administration and information technology services.
- Responsible for all documentation generated by the DRT.
- Responsible for the duties as Public Officer.
- Establish the extent of file damage, recover files if possible and establish new files.
- Establish a temporary corporate services area in the MSCC.

9   Role of the Manager Development and Environment- (MDE)

The Manager Development and Environment will work with the DRT to minimise the effect of the disaster on Council's operations. The role of the MDE will include the following:

- Work with the DRT to conduct a survey of the disaster site when cleared for inspection by the Authorities.
- Prepare a summary report of the extent of the damage and disruption to the Development and Environment Department with any recommendations.
- Establish a temporary environment and community planning centre in the MSCC.
- Establish the extent of file damage, recover files if possible and establish new files.
- Liaise with the MHR regarding return to work of development and environment staff.

7 ESTABLISHMENT OF MACKSVILLE SENIOR CITIZENS CENTRE AS THE ADMINISTRATION CENTRE

The establishment of MSCC as a fully operational administration centre is critical in restoring daily operations and services.

The roles and responsibilities allocated to the various staff will ensure that operations and services are restored as quickly as possible.

The following timetable is an estimate of when the various temporary facilities should be expected to be available:

Facility	Time Frame
Office space - General Manager/AGM's - Administration / Finance - Other sections	 Immediately Immediately Within two weeks
Electronic Computer Data	Within twelve hours
GIS Data	Within twelve hours
Cashier Office	Within one week
Front counter facilities for public	Within three weeks
Telephones	Within two weeks
Computer equipment - Administration / Finance (inc. printers) - Other sections - Engineering	 Within two days Within one week Within two weeks
Desks	Temporary tables available on site otherwise within two weeks
Chairs	Temporary tables available on site otherwise within two weeks
Photocopiers	Within two weeks
Record storage facilities	Within one week
Printed forms	Within two weeks
Safe	Within one week