



Business Continuity Management Policy

Responsible Officer	Chief Executive Officer
Relevant Delegations	Director Corporate Services Director Works & Infrastructure Director Development & Community
Legislation and References	Local Government Act 1999 AS/NZS 5050:2010 Business Continuity – Managing Disruption Related Risk AS ISO 31000:2018 Risk Management Standard

1. INTRODUCTION

Maintaining business continuity is a core obligation of good governance. Business Continuity is one component of Council's risk management framework which consists of the:

- Strategic Plan which is underpinned with a range of other strategies and plans such as:
 - Corporate Plan
 - Long Term Financial Plan and
 - Asset Management Plans
 - Annual Business Plan & Budget
 - Risk Management Policy and Framework
 - Economic Strategic Plan
 - Open Space Strategy
 - Culture and Tourism Strategy
- Other policies relevant to risk management and business continuity such as:
 - Asset Management and Accounting Policy
 - Fraud, Corruption Misconduct and Maladministration Prevention Policy
 - Internal Financial Control Policy

These documents are reviewed to ensure they are relevant and meet the needs of Council.

Business continuity encompasses the identification and risk management of Council's critical business functions. Critical business functions are functions that are essential for the survival of Council and achievement of Council's critical objectives.

It involves a process that identifies, assesses control and monitors Council's business functions.

The Plan has been developed with consideration given to AS/NZS 5050:2010 Business

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Continuity – Managing Disruption Related Risk, AS ISO 31000:2018 Risk Management Standard

2. POLICY OBJECTIVES

The Business Continuity Management Plan (the Plan) will be used:

- in the event of a major incident that impacts on one or more of Council's critical business functions
- to ensure that Council's critical business functions are restored to an acceptable level of effectiveness taking into consideration:
 - the severity of the incident, and
 - the time and cost required to achieve restoration within the maximum acceptable outage (MAO)
- to provide accurate and timely provision of information to staff the community and stakeholders during an outage event.

The maximum acceptable outage (MAO) is the maximum period of time Council can tolerate the disruption of one or more of its critical business function.

The Plan will be used to ensure a consistent and agreed course of action is implemented.

The Plan does not cover Workplace Emergency Management situations which are covered under the WHS Emergency Management Policy and WHS Emergency Management Procedure.

3. CRITICAL FUNCTIONS

In the incidence of the loss of a critical function for a period greater than the Maximum Acceptable Outage (MAO) the Continuity Management Team (CMT) will direct, oversee and support what is required to achieve resumption.

The following table lists critical functions and the maximum acceptable outage.

Critical Functions	Maximum Acceptable Outage
Provision of Support to Emergency Services	<1 day during emergencies
Community Wastewater Management Scheme	1 – 2 days
Waste Collection	3 – 5 days after last collection not picked up
Works Request Management	2 – 3 days
Health	1 – 2 days
Fire Prevention	14 days

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Building Inspection – fire and safety	30 days
Payroll	Payday + 1
IT and phone communications	1 – 2 days

4. ROLES AND RESPONSIBILITIES

The **Continuity Management Team (CMT)** on the declaration of a Business Interruption Event a control centre may be established.

CMT Position	Responsibilities
CMT Director Chief Executive Officer	The CMT Director is responsible for declaring a business continuity event and invoking the BCP. The CMT Director is required to oversee and manage all resumption activities. During a workplace emergency the CEO (or senior person on duty) has authority until the workplace emergency is resolved and control is returned to the CEO or CMT Director if the BCP is to be activated.
CMT Coordinator Director Works & Infrastructure	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 management plan, critical function and team responsibilities.
CMT Support Director Corporate Services Director Development & Community	The CMT Support is responsible for the smooth functioning of the Control Centre (if established) and the administrative needs of the CMT.
CMT Members	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 Management 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

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	function managers in accordance with agreed critical function plans.
CGVC Staff	Ensure they are familiar with the CCP and participate in BCP testing.

5. BUSINESS CONTINUITY PLANNING

The intention of the CGVC's business continuity management approach is to identify risks to the delivery of CGVC's, and to define practices to effectively manage these risks to ensure that disruption to the CGVC business services is minimised. The following steps are identified in this process:

Undertake Risk assessment

Organisations are at risk from natural disasters, societal hazards and supply chain disruption. Examples of these kinds of risks include bushfire, pandemic, building fire, computer failure, cyber security, telecommunications or power supply outages, etc. CGVC has determined to consider the risk impact scenarios outlined above and develop its BCP sub-plans to incorporate these.

CGVC has a comprehensive risk register that identifies business interruption events that pose an extreme and major risks which are reviewed and added to several times a year.

Perform Business Impact Assessment (BIA)

The BIA is used to identify and prioritize an organisation's business processes and supporting dependencies, as well as how long each business process can operate in a degraded state before irreparable harm is caused. In this step, Business Units, involving key personnel, are required to identify critical functions with reference to the CGVC Risk Profile, which is a component of the Risk Register.

Develop Business Continuity Plans (BCP) for critical functions

A BCP needs to be developed for each critical function identified in the BIA. These sub-plans document the process to be applied if one of these priority areas is impacted by a significant business interruption to maintain that function and/or return it to an acceptable level as soon as possible. This can involve instigating manual work arounds or alternate processes.

Activate BCP

Only the Chief Executive Officer, CEO is able to activate the initiation of the BCP following identification of a business impacting event impacting critical processes. The

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CEO is the only person to cease BCP arrangements on advice that critical processes have resumed to a satisfactory level and/or the interrupting event has passed.

6. REVIEW OF POLICY

Council will review the CGVC Business Continuity Management Policy 2021 every four years or earlier if required.

The public may inspect a copy of this policy without charge at the Council offices during office hours and may obtain a copy for a fee fixed by Council.

The policy is also available on Council's website www.claregilbertvalleys.sa.gov.au

7. DOCUMENT HISTORY

Approved by	Issue Date	Minute Reference – Details of Review
CGVC	21 Feb 2022	Adopted by Council

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