

Moira Shire Council

Business Continuity Management Policy

Policy type	Council
Version Number	2
Responsible Director	Director Corporate Performance
Responsible Officer	Manager Governance, Risk and Performance
Date adopted by Council	24 July 2024
Scheduled for review	This policy will be reviewed four years from the date of adoption, or sooner if required.

It is recognised that, from time to time, circumstances may change leading to the need for minor administrative changes to this document. Administrative changes do not materially alter the document (such as spelling/typographical errors, change to the name of a Council department, a change to the name of a Federal or State Government department). Administrative updates can be made in accordance with the Policy Framework Guidelines.

PURPOSE

This Policy establishes the principles and framework of Business Continuity Management (BCM) and outlines the responsibilities for effectively responding to business disruptions to ensure critical functions and services are maintained or restored in a timely fashion.

Policy Objectives

This Policy aligns with Council's legislative obligations by ensuring that general business can continue until a disruptive incident ends.

The objectives of this Policy are to:

- Meet all internal and external obligations with regard to continuity of key services;
- Ensure the continuity of critical business functions;
- Guide the BCM Team to effectively manage a disruptive incident;
- Allocate BCM roles and responsibilities to staff in the event of an incident;
- Allocate management responsibility for the implementation, monitoring and review of the BCM documentation;
- Provide a consistent approach to BCM aligned to ISO 22301:2020;
- Undertake an annual Business Impact Analysis (BIA) across all Council functions to gain an understanding of their activities and required supporting resources;
- Document cost effective business continuity arrangements for time critical activities to minimise disruption to critical community services;
- Enhance the capability of the BCM Management Team structure by undertaking annual exercises and testing business continuity arrangements and documentation;
- Embed BCM in Council culture and values by undertaking training and awareness-raising activities on an ongoing basis;
- Continually align with the Risk Management Framework.
- Integrate BCM within Emergency Procedures.

Principles

This BCM policy is underpinned by the following principles:

- That the Business Continuity Plan (BCP) should cover all essential and time critical business functions and services;
- That the BCP is to be kept current to take into account changing circumstances;
- That all staff and other parties (as per Scope) must be made aware of the BCP and their own roles within the Plan;
- That the BCP should be tested at least annually in a simulated environment to ensure that it can be implemented in an incident or loss of service situation and that management and staff understand how it is to be executed;
- That a formal risk assessment should be undertaken and continually reviewed to determine the requirements for the incident recovery plan; and
- That MSC should develop a comprehensive BCP for each time critical activity.

Roles and Responsibilities

Roles and responsibilities for BCM will be clearly defined within the Plan and sub-plans, and understood by Council, Executive, senior management, staff and other stakeholders.

Role	Responsibility
Council	<ul style="list-style-type: none"> • Council approves the Business Continuity Policy. • Council has delegated various powers and functions to the CEO to enable Policy and procedures to assist with the management of Council risk profile.
CEO	<ul style="list-style-type: none"> • CEO has overall accountability for an effective risk management program, including the business continuity management program. • In the event of an incident or crisis the CEO will establish the Incident Management Committee and delegate a Chair who will manage the event until normal business operations resume. • The CEO will be the primary spokesperson for the Council until normal business activities resume.
Director Corporate Performance	<ul style="list-style-type: none"> • Must maintain a current working knowledge of the BCP and relevant sub-plans; • To ensure that all relevant Policies are up-to-date. • To ensure that all staff assigned responsibilities within the BCP and sub-plans are aware of their roles and responsibilities.
Manager Governance, Risk and Performance	<ul style="list-style-type: none"> • To ensure that the BCP is maintained as current; • To coordinate and participate in monitoring and reviewing of the BCP; and • To ensure that the relevant levels of training are undertaken by staff assigned responsibilities within the BCP and sub-plans.
Audit & Risk Committee	<ul style="list-style-type: none"> • To advise the Council with relevant information regarding Business Continuity Management to ensure appropriate policies, systems and procedures are implemented and maintained as current to manage risk to operations.
Managers	<ul style="list-style-type: none"> • Ensure that staff have appropriate information and training in business continuity relevant to their position and role in the business continuity management plan.
Council Staff	<ul style="list-style-type: none"> • Specific roles and responsibilities are outlined within critical function sub-plans.

SCOPE

This Policy applies to all time critical activities and supporting resources, including all persons involved in the delivery of those activities - employees, volunteers, contractors, sub-contractors and representatives of Council.

DEFINITIONS

Term	Definition
Business Continuity	Capability of the organisation to continue delivery of products or services at acceptable predefined levels following a disruptive incident.
Disruptive Incident	An interruption to normal business operations, processes or services which can range from short-term to longer term unavailability, and which could lead to loss, emergency or crisis.
Business Continuity Management	Holistic management process that identifies potential threats to an organisation and the impacts to business operations, if realised, might cause and which provides a framework for building organisational resilience with the capability of an effective response that safeguards the interests of key stakeholders, reputation, brand and value-creating activities.
Business Continuity Plan	A collection of procedures and information that is developed, compiled and maintained in readiness for use in a business disruption event.
Business Impact Analysis	A management level analysis, which evaluates the risks to disruption to critical business processes, including consideration of the effects on capability over time and the need for, and interdependencies of, resources.
Business Disruption Event (Incident)	Situation that might be, or could lead to, disruption, loss, emergency or crisis.
Business Continuity Management Committee + Team	This Committee provides the overall control and strategic response to an event. It has a governance role. The Business Continuity Management Team has an operational role in an event.

POLICY STATEMENT

Moira Shire Council (MSC) recognises business continuity management (BCM) as an essential component of responsible management practice and an important element of the Council's approach to risk management. The purpose of this Policy is to formalise Council's commitment to BCM to ensure that critical services to the community can resume as soon as possible in the event of a disruptive incident.

MONITORING AND EVALUATION

A review, at least annually, of BCM activities will be undertaken by the Manager Governance, Risk and Performance.

On advice of the Manager Governance, Risk and Performance, the Audit and Risk Committee will monitor and review the progress of the effective implementation of BCM throughout the Council and at least report annually to Council.

RELATED LEGISLATION

Local Government Act 2020

Charter of Human Rights & Responsibilities Act 2006

Gender Equality Act 2020

RELATED POLICIES AND PROCEDURES

Risk Management Policy

Customer Service Charter

Customer Experience Strategy (draft)

Records Management Policy

Community Engagement Policy

Spokesperson Policy

REFERENCES

Insurance Policies

ISO 22301:2020

Risk Management Policy and Framework

Service Planning Framework

Business Continuity Plan

Business Continuity Debrief Template

Emergency Management Plan

Audit & Risk Committee Terms of Reference

DOCUMENT REVISIONS

Version	Summary of Changes	Approved by	Date
1	Original Policy adopted	CMT	10 August 2010
2	Revised Stand-Alone Policy Endorsed	Council	24 July 2024