



Berrigan Shire Council

Business Continuity Plan

Adopted:

1.0 Introduction

Business Continuity is defined as the capability of the organisation to continue delivery of products or services at acceptable predefined levels following a disruptive incident (*ISO 22301:2012*).

Business Continuity Management is defined as a holistic management process that identifies potential threats to an organisation and the impacts to business operations those threats, 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 its key stakeholders, reputation, brand and value creating activities (*ISO 22301:2012*).

Before an event, there are opportunities to implement proactive controls that can make potentially disruptive events less frequent or severe, as well as making preparations for contingent controls that are activated once an event commences. These latter controls are aimed at reducing the scale and effects of disruption, returning to routine operations and a full recovery as soon as possible and seizing any opportunities that may arise (*AS/NZS 5050:2010*).



2.0 Purpose

The purpose of Council’s Business Continuity Plan and supporting documents is to provide guidance and direction to the Continuity Management Team (CMT) during the management of a Business Continuity Event. It will enable the Council to continue to operate with minimal disruption or downtime during an incident that may:

- Threaten a major service, e.g. garbage collection
- Damage the organisation’s financial performance
- Harm the health and well-being of employees, customers, surrounding communities or the environment
- Destroy the public’s trust in the Berrigan Shire Council, its reputation and/or image.

3.0 Scope

Berrigan Shire Council’s BCP and supporting documents cover crises that may affect all or part of the critical operations or objectives.

(The DisPlan will cover any wider disruption to the community and is beyond the scope of the BCP).

4.0 References

- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- AS/NZS ISO 31000:2009 Risk management – Principles and guidelines
- AS3745 2010 Planning for emergencies in facilities
- AS5050:2010 Business Continuity – managing disruption-related risk
- ISO 22301:2012 Societal security – Business continuity management systems - Requirements

5.0 Definitions and Abbreviations

Term	Definition	Abbreviation
Business Continuity	Is the uninterrupted availability of all key resources supporting essential business functions.	BC
Business Continuity Event	An incident or series of incidents that affects the ability of the Council to perform its critical functions.	
Business Continuity Plan	A collection of procedures and information that is developed, compiled and maintained in readiness for use in the event of an emergency or disaster.	BCP
Business Impact Analysis	A management level analysis which identifies the impacts of function loss on the organisation.	BIA

Term	Definition	Abbreviation
	The BIA provides management with data upon which to base risk mitigation and continuity planning decisions.	
Business Process Assessment	The analysis of various business operations separated into functions.	
Critical Function Action Plan	An agreed documented course of actions to be taken in the event of business function loss. Plan describes the key actions required under preparation, response and recovery phases.	
Continuity Management Team	An assembly of executive management representatives and other seconded staff formed for the express purpose of responding to an organisational crisis. CMT management structure will overlay all normal management structures during the response process.	CMT
Crisis Event	An event that by its duration exceeds the Maximum Acceptable Outage and/or has an adverse impact on business objectives and requires the implementation of the BCP and action plans.	
Control Centre	A central point of reference to co-ordinate the response to a crisis event. To be established at the discretion of the CMT Director.	CC
Maximum Acceptable Outage	The maximum period of time that Council can tolerate the loss of capability of a critical business function, process, asset or IT application.	MAO
Non Critical Function Action Plan	An agreed documented course of action that identifies mitigation, response and recovery actions for business functions identified as non-critical.	

6.0 Responsibilities

The overall responsibility for the management and implementation of the Business Continuity Plan is the General Manager who will also co-ordinate the establishment and management of the Business Continuity Management Team (CMT).

The Enterprise Risk Manager is responsible for:

- Reviewing the overall plan and documents every three years;
- Ensuring sub plans are tested by Department Managers, and their staff are trained on a regular basis;

- Developing and delivering or coordinating external providers to conduct relevant training;
- Ensuring a review is conducted at the completion of a business continuity event and procedures and documents are updated as required.

The CMT are responsible for:

- Assessment of the incident
- Response (including co-ordinating all staff)
- Recovery
- Review

Specific responsibility statements for the CMT members and CMT support staff are included in the Business Continuity Procedures.

In addition to the CMT, **Department Managers** are responsible for:

Non-Activation Period

- Having current copies of all Business Continuity Documents, and Sub Plan/s and contacts of key personnel in a retrievable location;
- Reviewing, updating and testing Sub Plan/s for their areas of responsibility;
- Training relevant staff on Sub Plans;
- Assessing and escalating incidents to the CMT as necessary.

Activation Period

- Implementing Sub Plans in their area(s) of control when directed by the CMT;
- Participating in business continuity management and recovery operations as required;
- Participating in post-incident reviews as required.

Supervisors, Overseers and Gangers are responsible for:

Non-Activation Period

- Co-operating with implementation of this procedure in their section and area(s) of control;
- Participating in training and testing as required;
- Assessing and escalating incidents to the Continuity Management Team (CMT) as necessary;
- Reporting any incident to their Manager or General Manager for assessment.

Activation Period

- Participating in sub plan implementation in their department, or assuming delegated responsibility if you have been assigned this role during your Manager's absence;
- Participating in continuity management or recovery operations as required;
- Participating in post-event reviews as required.

Workers are responsible for:

Non-Activation Period

- Co-operating with their Manager, and Supervisor/Ganger to ensure implementation and compliance with business continuity procedures;

- Participating in training and testing as required;
- Reporting any incident to their Manager or General Manager for assessment;

Activation Period

- Participating in sub plan implementation in their Department as required;
- Participating in continuity management or recovery operations as required;
- Participating in post-incident reviews as required.

7.0 Risk Assessment

For the risk assessment, disruption-related scenarios are considered in relation to Council's critical functions. These are assessed in accordance with Council's Risk Management Policy and Framework.

The initial risk analysis is used to build a clear understanding of:

- a) Council's functions and processes;
- b) The magnitude of the contribution of each of these functions and processes to the Council's objectives;
- c) The location and distribution of infrastructure and resources;
- d) The vulnerabilities of the systems, physical structures and locations in which Council activity occurs (having regard to the likely effect of any existing controls);
- e) The principal types of internal and external dependency including (but not limited to) infrastructure, utilities, human expertise, knowledge and experience, suppliers and customers; and
- f) Other factors critical to the Council's activities.

8.0 Business Impact Analysis

The Business Impact Analysis is used to assess the likely impact of the risks identified in the risk assessment on Council operations. It is used as a tool to identify the activities which are vital to Council's continuation. The Business Impact Analysis provides management with data upon which to base risk mitigation and continuity planning decisions.

In determining what the impact on the Council would be in relation to the identified scenarios, the following aspects are taken into consideration:

- The records and documents required on a daily basis;
- The resources and equipment needed to be able to continue to operate;
- Required access to premises;
- The skills and knowledge needed by staff to continue operations;
- External stakeholders that Council rely upon;
- Council's legal obligations;
- The impact of ceasing to perform critical business activities;
- How long can Council continue without performing these activities.

9.0 Business Continuity Sub Plans

All critical functions will have a Sub Plan. The Sub Plans for each department identified with critical functions will include:

- A clear response plan for each identified department and/or location;
- A minimum of one alternate staff member/position who will act in the role if the manager is unavailable. These staff members are to have the same level of knowledge of the Sub Plan and overall Business Continuity Planning as the Manager;
- Actions and activities with responsible person and timeframes clearly defined;
- Supporting documentation that is readily accessible including contact details for key stakeholders.

Department Managers are responsible to keep electronic and hard copies of their Sub Plans and important departmental documents available in readily accessible locations. The location/s is to be covered in training/meetings with staff. It is the responsibility of Department Managers to ensure the Sub Plans are kept updated and accurately reflect current staff and procedures.

10.0 Business Continuity Kit

Below is a list of items to be included in the Business Continuity Kit which will be available at the temporary Administration site. Other resource needs for identified critical functions will be included in the relevant Sub Plan/s.

Documents
• Business Continuity Plan
• List of employees with contact details including home and mobile numbers, email addresses
• Lists of relevant customer and supplier details
• Contact details for emergency services
• Contact details for services
• Insurance company details
• Financial and banking information
• Engineering plans and drawings
• Letterhead stationery
Equipment
• Relevant software backups on external drives
• Spare keys/security codes
• Laptop
• General stationery (pens, message pads, paper, etc.)
• Spare mobile phones
• Purchase Requisition books

11.0 Testing

The BCP will originally be subject to a desktop review. Upon completion of the desktop review, a desktop scenario test will be conducted in accordance with the scenarios. Further scenarios will be periodically conducted to test the adaptability and flexibility of the plan.

Tests carried out on the BCP must be analysed and compared against the plan's objectives. A self-assessment test can be completed by asking the following questions:

- Were the test objectives completed?

- What gaps did we find?
- What actions must we take to bridge those gaps?

The BCP Sub-Plans will be tested and reviewed on triennial basis or following a business continuity event, or following a significant change to the BCP. All testing and results will be documented.

12.0 Training

Training will be provided to all individuals who have roles and responsibilities in the plan. Training delivery will vary, and will include:

- External training provision to members of the CMT;
- Information awareness sessions to Managers responsible for implementing Sub-Plans;
- Information dissemination to workers within critical function areas, delivered by responsible Managers.

13.0 Review

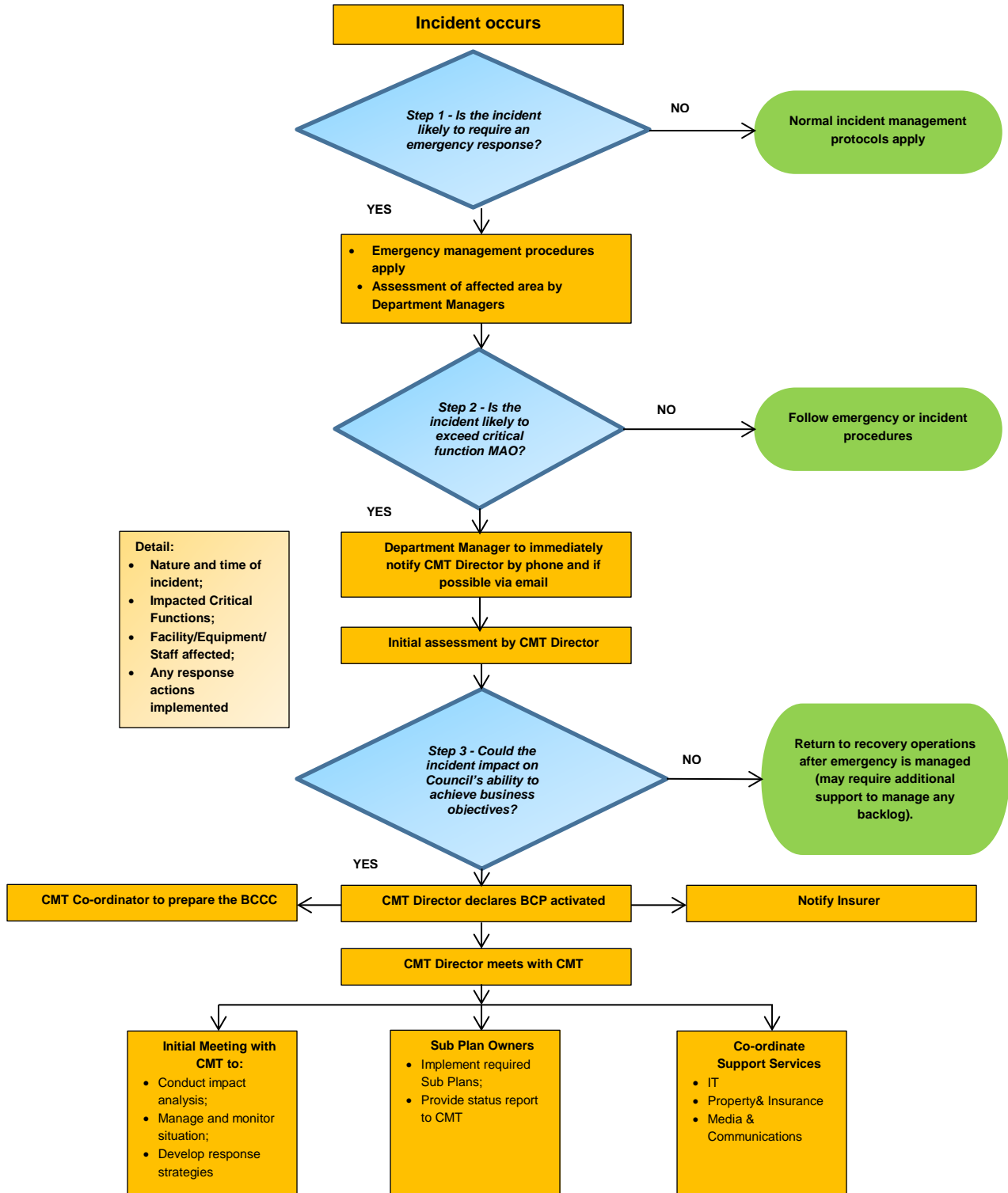
Review timeframes are outlined in the table below:

What	When	Who	Person Responsible to Co-ordinate Process
Conduct a Business Impact Analysis in each department – either revalidation or review	Every three years	All Managers and any other identified staff	Enterprise Risk Manager
Update Business Continuity Plan	Every three years		Enterprise Risk Manager
Review/update all Sub Plans	Every three years or more often as required	All Managers/Sub Plan Owners and key staff	Department Managers
Update confidential contact lists and essential services phone numbers	Annually or as required		Enterprise Risk Manager
Staff contact phone numbers updated	Quarterly or as required	Administration Officer	Finance Manager
Scenario testing/Training	Every three years	CMT Members and CMT Support Staff and/or their Alternates	Enterprise Risk Manager
Information awareness sessions	Every three years	Department Managers	Enterprise Risk Manager
Information dissemination	Every three years	Department Managers and workers	Department Managers

After a business continuity event has been resolved there will be post-event reviews to find out what happened, why, who was responsible and what actions need to be taken to ensure that it does not happen again (or is minimised). Recommendations will be implemented as appropriate and retraining of staff and review of BCP documentation will occur if required.

14.0 Business Continuity Procedures

The primary purpose of these procedures is to provide guidance to the CMT during the management of a Business Continuity Event. It is to be used in conjunction with Critical Function Sub Plans and Checklists. The procedure follows the Business Continuity Flowchart (below), with each step in the procedure relating to each step in the flowchart.



14.1 Step 1 – Is the Incident likely to require an emergency response?

Any incident has the potential to become an emergency or a business continuity event. Is this incident likely to require an emergency response?

If No, normal incident procedures apply

If Yes:

- Emergency Management procedures apply
- Managers to assess the incident using these five questions to determine if it may be a business continuity event and should be reported.

Has there been, or is there any possibility of:

1. Serious harm to the public or employees?
2. Media interest?
3. A breach of any law or regulation?
4. An impact on ratepayers and residents of Berrigan Shire Council?
5. An impact on another department of Berrigan Shire Council?

If the answer is YES to any of these questions, the incident should be reported to your Director or the General Manager, with the following details:

- Nature and time of incident
- Critical functions affected
- Facility/equipment/staff/systems, etc. affected
- Any response actions that have already been implemented.

14.2 Step 2 – Is the Incident likely to exceed Maximum Allowable Outages for any of Council's critical functions?

If No, follow emergency or incident procedures.

If Yes:

The General Manager will assess the incident, maintaining a record of the incident details. The General Manager will use all available information provided by the Department Manager, and any other information to determine if it will be necessary to activate the Business Continuity Plan.

The following table is provided as guide to assessing incidents:

Incident Area	Incident	Emergency	Business Continuity Event
Public Safety	Isolated minor injury, whether medical attention is requested or not, e.g. public fall. Minor accident.	Multiple injuries, fatality, or significant ongoing threat. Serious traffic accident. Recurring related incidents	Any serious public safety issue likely to attract significant media/political attention. Significant compensation awards or fines. Endemic safety issues.
Public Services	Local short-term disruption to operating timetables. Serious traffic disruption.	Significant or widespread impact on operations. Bomb threat/search. Significant fleet damage.	Serious or long term impact on operations. Major disruption to Berrigan Shire Council infrastructure.
Environment	Minor spill/emission which can be dealt with internally. Minor spill during refuelling that is contained and easily cleaned up.	Spill/emission which required external resources to mitigate. High volume spill contamination/failure of a RCC storage system.	Serious spill/emission which attracts public outrage.
Berrigan Shire Council business operations	Local disruption which can be dealt with locally. Limited industrial action. Office evacuation. Temporary system disruption.	Disruption requiring corporate/external resources to address. Large-scale industrial action. Communications failure. Significant system outage.	Long term disruption to business systems. Concurrent activation of multiple business continuity sub plans.
Media Attention & Political Interest	Short term, localised coverage limited to minor operational issues.	Newsworthy but of short term interest. May be of interest to local government but no lasting impact on image.	Intense or long term media scrutiny/attack on Berrigan Shire Council, .e.g as a result of multiple incidents, even if unrelated. Accusations of senior level misconduct or criminal acts.
Government Intervention	Some low level government interest but no intervention.	Government interest and monitoring, but action not yet considered necessary.	Activation by the Government of a high level emergency plan (e.g. evacuation of a town) may require BCP activation and assembly of the CMT.

14.3 Step 3 – Could the incident impact on Council’s ability to achieve business objectives?

If No, return to recovery operations after the emergency is managed.

If Yes:

The General Manager officially activates the Business Continuity Plan and assembles the CMT. The General Manager assumes the role of CMT Director and directs the Business Continuity Co-ordinator to set up the Business Continuity Control Centre and inform the CMT members of the location.

Depending on the type or scale of the event, the statutory powers of the relevant emergency response agency will determine if an external stakeholder will take full control of the response and Council will provide assistance.

14.4 Continuity Management Team (CMT)

The Continuity Management Team (CMT) is an assembly of executive management representatives and other seconded staff formed for the express purpose of responding to a disruption to Council's critical functions. The CMT Management structure will overlay all normal management structures during the response process.

CMT Position	Staff Position
CMT Director	General Manager
CMT Assistant	General Manager's Personal Assistant
CMT Co-ordinator	Enterprise Risk Manager
CMT Member	Director Corporate Services
CMT Member	Director Technical Services

The following are a list of support staff with responsibilities within identified Critical function sub plans:

Critical Function	Support Staff
Payroll Processing	Finance Manager
Customer Services	Finance Manager
Mail and Records Management	Finance Manager
IT and Communications System	Finance Manager
Creditor Payments and Invoicing	Finance Manager
Cemetery Works	Operations Manager
Essential Road Maintenance	Operations Manager
Stormwater Management	Operations Manager
Plant Management	Operations Manager
Water	Environmental Engineer
Sewer	Environmental Engineer
Waste Management	Environmental Engineer
Development Applications, Certificates and Inspections	Development Manager

Continuity Management Team Member Responsibility Statement			
Position	CMT Director	Staff Position	General Manager
During absence this role will be assumed by		Director Corporate Services	
Position Statement	<p>The CMT Director by definition is assumed to be the General Manager. However, the General Manager does have the discretion to appoint an alternative CMT Director where the nature or location of the event warrants such action.</p> <p>The CMT Director is responsible for declaring a business continuity event and invoking the BCP.</p> <p><i>During a workplace emergency, the Chief Warden has authority until the workplace emergency is resolved and control is returned to the GM or CMT Director if the BCP is to be activated.</i></p>		
Knowledge Requirements	<ol style="list-style-type: none"> 1. High level of organisation activities and service delivery priorities; 2. Community, Business and Regulatory contacts. 		
Responsibilities	<p>The CMT Director must make decisions as to the best strategy for business resumption based on information received by other CMT members. This strategy is then translated into an action plan by the supporting teams.</p> <p>Responsibilities include:</p> <ul style="list-style-type: none"> • Maintain working knowledge of BCP and relevant Action Plans; • Participate in monitoring and review activities; • Participate in and ensure appropriate levels of training are undertaken. 		
BCP Procedures on Activation	<ul style="list-style-type: none"> • Activate the BCP; • Notify and liaise with stakeholders; • Provide the focal point in communication to the staff, media and public; • Establish and chair all CMT meetings (or delegate); • Authorise any detailed restoration plans; • Delegate tasks and oversee resumption activities; • Monitor the gathering of business continuity event information; • Promote the wellbeing and safety of all staff. 		

Continuity Management Team Member Responsibility Statement			
Position	CMT Assistant	Staff Position	General Manager's Personal Assistant
During absence this role will be assumed by		Executive Support Officer	
Position Statement	The CMT Assistant is responsible for the smooth functioning of the Control Centre (if established) and the administrative need of the CMT.		
Knowledge Requirements	<ol style="list-style-type: none"> 1. High level of internal key contacts and resource knowledge; 2. High level of administrative functions and arrangements. 		
Responsibilities	<p>Responsibilities include:</p> <ul style="list-style-type: none"> • Maintain working knowledge of BCP and relevant Action Plans; • Support CMT Director regarding interviews, media briefings, public statements, etc.; • Liaise with other senior executives with regard to staff briefings; • Where appropriate, manage media visits; • Organise the monitoring and recording of all media related broadcasts during the period of a business continuity event. 		
BCP Procedures on Activation	<ul style="list-style-type: none"> • If required, assist with the set-up of the Control Centre and arrange stationery, equipment, etc.; • Arrange resources to assist CMT members (if required); • Make arrangements for all CMT meetings; • Provide general administrative support (including log of all events and actions, resumption status, CMT Member's movements, etc); • Create and maintain a chronological log of meetings and decisions made. 		

Continuity Management Team Member Responsibility Statement			
Position	CMT Co-ordinator	Staff Position	Enterprise Risk Manager
During absence this role will be assumed by		Executive Support Officer	
Position Statement	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 plan, Action Plans and team responsibilities.		
Knowledge Requirements	<ol style="list-style-type: none"> 1. High level knowledge of overarching BCP; 2. Understanding of organisation activities and service delivery priorities; 3. High level of internal key contacts and accountabilities. 		
Responsibilities	<p>The CMT Co-ordinator is required to report to the CMT on the currency of individual, and business level continuity plans and activities.</p> <p>Responsibilities include:</p> <ul style="list-style-type: none"> • Pre event co-ordination of BCP and Action Plans with relevant owners; • Co-ordination of training for CMT and CMT Support members; • Co-ordination of testing for the Business Continuity Plan; • Resourcing of Control Centre; • Reviewing and maintaining the BCP following incidents, testing and desktop review. 		
BCP Procedures on Activation	<ul style="list-style-type: none"> • Open Control Centre on direction of CMT Director; • Assisting CMT Director as required; • Notify Insurer's Account Manager and manage the insurance requirements. 		

Continuity Management Team Member Responsibility Statement			
Position	CMT Member	Staff Position	Director Corporate Services
During absence this role will be assumed by		Finance Manager	
Position Statement	<p>A successful CMT relies on expertise from within the organisation as they are the people that understand the business processes and related risks. Accordingly, the Executive 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 under taken by the responsible officers in accordance with the Action Plans.</p>		
Knowledge Requirements	<ol style="list-style-type: none"> 1. High level of group activities and service delivery priorities; 2. High level knowledge of group Critical Function Sub Plans; 3. High level knowledge of overarching BCP. 		
Responsibilities	<p>Responsibilities include:</p> <ul style="list-style-type: none"> • Maintain working knowledge of BCP and relevant Action Plans; • Participate in monitoring and review activities; • Participate in and ensure appropriate levels of training are undertaken with responsible officers identified in Action Plans. 		
BCP Procedures on Activation	<ul style="list-style-type: none"> • Operate as a member of the CMT; • Ascertain the impact on business unit activities and report to CMT; • Co-ordinate the implementation of business unit Critical Function Sub Plans as required; • Monitor implementation against the BCP; • Maintain information and report on costs to CMT; • Maintain communications with staff. 		

Continuity Management Team Member Responsibility Statement			
Position	CMT Member	Staff Position	Director Technical Services
During absence this role will be assumed by		Executive Engineer	
Position Statement	<p>A successful CMT relies on expertise from within the organisation as they are the people that understand the business processes and related risks. Accordingly, the Executive 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 under taken by the responsible officers in accordance with the Action Plans.</p>		
Knowledge Requirements	<ol style="list-style-type: none"> 4. High level of group activities and service delivery priorities; 5. High level knowledge of group Critical Function Sub Plans; 6. High level knowledge of overarching BCP. 		
Responsibilities	<p>Responsibilities include:</p> <ul style="list-style-type: none"> • Maintain working knowledge of BCP and relevant Action Plans; • Participate in monitoring and review activities; • Participate in and ensure appropriate levels of training are undertaken with responsible officers identified in Action Plans. 		
BCP Procedures on Activation	<ul style="list-style-type: none"> • Operate as a member of the CMT; • Ascertain the impact on business unit activities and report to CMT; • Co-ordinate the implementation of business unit Critical Function Sub Plans as required; • Monitor implementation against the BCP; • Maintain information and report on costs to CMT; • Maintain communications with staff. 		

CMT Support Staff

Position	CMT Support	Staff Position	Finance Manager
Position Statement	The Finance Manager is required to manage the resumption of activities relating to a business continuity event that impacts on creditor payments and invoicing, payroll processing, IT and communications systems, customer services, and mail and records management.		
Responsibilities	Responsibilities include: <ul style="list-style-type: none"> • Maintain Critical Function Sub Plans to ensure they reflect operational requirements; • Ensure appropriate levels of staff training required for Critical Function Sub Plans is identified and undertaken as appropriate; • Ensure resources identified within Critical Function Sub Plans are available to enable the plan to be implemented. 		
BCP Procedures on Activation	<ul style="list-style-type: none"> • Investigate on behalf of and liaise with the CMT on any damage to Council infrastructure; • Liaise with stakeholders to reinstate processes; • Consult with staff to implement Critical Function Sub Plans; • Consult with staff to implement manual procedures where required. 		

CMT Support Staff

CMT Support Staff			
Position	CMT Support	Staff Position	Operations Manager
Position Statement	The Operations Manager is required to manage the resumption of activities relation to a business continuity event that impacts on plant management, stormwater management, essential road maintenance, and cemetery works.		
Responsibilities	<p>Responsibilities include:</p> <ul style="list-style-type: none"> • Maintain Critical Function Sub Plans to ensure they reflect operational requirements; • Ensure appropriate levels of staff training required for Critical Function Sub Plans is identified and undertaken as appropriate; • Ensure resources identified within Critical Function Sub Plans are available to enable the plan to be implemented. 		
BCP Procedures on Activation	<ul style="list-style-type: none"> • Investigate on behalf of and liaise with the CMT on any damage to Council infrastructure; • Liaise with stakeholders to repair and reinstate facilities; • Consult with staff to implement Critical Function Sub Plans; • Consult with staff to implement manual procedures where required. 		

CMT Support Staff

Position	CMT Support	Staff Position	Environmental Engineer
Position Statement	The Environmental Engineer is required to manage the resumption of activities relating to a business continuity event that impacts on sewer operations, water operations, and waste management.		
Responsibilities	<p>Responsibilities include:</p> <ul style="list-style-type: none"> • Maintain Critical Function Sub Plans to ensure they reflect operational requirements; • Ensure appropriate levels of staff training required for Critical Function Sub Plans is identified and undertaken as appropriate; • Ensure resources identified within Critical Function Sub Plans are available to enable the plan to be implemented. 		
BCP Procedures on Activation	<ul style="list-style-type: none"> • Investigate on behalf of and liaise with the CMT on any damage to Council infrastructure; • Liaise with stakeholders to repair and reinstate facilities; • Consult with staff to implement Critical Function Sub Plans; • Consult with staff to implement manual procedures where required. 		

CMT Support Staff

CMT Support Staff			
Position	CMT Support	Staff Position	Development Manager
Position Statement	The Development Manager is required to manage the resumption of activities relating to a business continuity event that impacts on development applications, certificates and inspections.		
Responsibilities	<p>Responsibilities include:</p> <ul style="list-style-type: none"> • Maintain Critical Function Sub Plans to ensure they reflect operational requirements; • Ensure appropriate levels of staff training required for Critical Function Sub Plans is identified and undertaken as appropriate; • Ensure resources identified within Critical Function Sub Plans are available to enable the plan to be implemented. 		
BCP Procedures on Activation	<ul style="list-style-type: none"> • Liaise with Council IT staff and Finance Manager to repair and reinstate processes; • Consult with staff to implement Critical Function Sub Plans; • Consult with staff to implement manual procedures where required. 		

14.5 Crisis Notification

On first becoming aware of a possible business continuity event, the relevant function manager is required to assess the situation and if the event is likely to exceed the agreed "MAO timeframe", then the CMT Director should be notified immediately by phone and where possible, with a follow-up email or personal briefing detailing the key issues including:

- Nature of the incident – time informed, etc.;
- Describe the business elements impacted (Critical Functions);
- Facility and/or equipment impacted;
- Staff;
- Any response actions implemented (Critical Function Action Plan);
- Any media involvement/interest
- Any immediate support requirements

Elements of the Critical Function Sub Plans can be implemented at the local level, where appropriate to address an immediate response requirement event if the event is expected to be resolved within an acceptable period.

14.6 Assessment

On receipt of a notification that will impact business continuity, the CMT Director will:

- Formally note details;
- Notify the other members of the CMT;
- Confirm the details of the incident and appropriate media strategies;
- Ensure that the Insurer's Account Manager has been formally notified;
- Conduct preliminary impact assessment (facility and technology infrastructure);
- Determine if a Control Centre needs to be opened.

14.7 Declaration

The CMT director is to review the preliminary information and, if considered necessary, declare a business continuity event.

The CMT Director is to facilitate the draft communications, both internal and external, for discussion at the initial CMT meeting.

14.8 Control Centre

On the declaration of a Business continuity event by the CMT Director as a matter of course, a Control Centre will be opened. The resourcing of this Centre will be the responsibility of the CMT Co-ordinator. Given the variable nature of Business Continuity Events, the following sites have been identified and prioritised:

1. Executive Area of Council if business continuity event does not impact on the Berrigan Shire Council offices;
2. Berrigan Memorial Hall, Chanter Street, Berrigan;
3. Berrigan Sportsground Community Centre;
4. Berrigan Shire Emergency Control Centre, Tocumwal.

14.9 Emergency Contacts

The following are the contact numbers for CMT members and support staff, and relevant emergency numbers:

Position	Name	Contact
CMT Director	Rowan Perkins	0407 344 848 (including a/h)
CMT Assistant	Alva Spence	5888 5100 0400 982 404 (a/h)
CMT Co-ordinator	Michelle Koopman	0418 466 720 03) 5874 3777 (a/h)
CMT Member	Matthew Hansen	0427 635 396
CMT Member	Fred Exton	0417 885 152
CMT Support Staff – Finance Manager	Carla Von Brockhusen	5888 5100 0429 774 084 (a/h)
CMT Support Staff – Development Manager	Laurie Stevens	0417 479 723
CMT Support Staff – Operations Manager	David Basil	0408 233 922
CMT Support Staff – Environmental Engineer	Myles Humphries	0407 564 895

Emergency Contact Numbers	
Dial 000 for Emergency Services	
Berrigan Hospital	5888 5300
Berrigan Police Station (General enquiries)	5885 2305
Finley Hospital	5883 9100
Finley Police Station (General enquiries)	5883 1044
Cobram Hospital	5871 1888
Cobram Police Station (General enquiries)	5871 1977
Tocumwal Hospital	5871 2166
Tocumwal Police Station (General enquiries)	5874 9399

14.10 Initial CMT Meeting

The CMT Director is to call the initial CMT meeting to obtain more detailed information from the relevant business areas impacted, including:

- Staff
- Any associated Emergency Services issues
- Building facilities
- Public relations/media
- Damage /security, and
- Salvage of building and/or IT equipment;
- Public Health and Safety issues.

The meeting is also to ensure all team members understand their responsibilities and their assigned tasks in response to the Critical Function Sub Plans.

During the meeting, information will have been gathered by the various CMT members to produce an evaluation of the incident. A formal record of the meeting is to be collated by the CMT Assistant with particular emphasis on items to be actioned. This record needs to be regularly reviewed and updated as additional information comes to hand.

14.11 Implement Sub Plans

Sub Plans will be reviewed and implemented where appropriate.

Sub Plan owners will provide regular status reports to the CMT.

14.12 Media Protocols

Due to the nature of the media, the timeliness of reporting in these circumstances is critical. Prompt reporting to and liaison with the CMT is in the best interests in terms of allowing for the preparation of an appropriate response.

All media interactions will be in accordance with Council policy, <G:\Management Plans\POLICY2013 Policy Register\Media Policy 2013.docx>.

14.13 Recovery and Review

The CMT will review the status of staff, office facilities and systems, and determine the capability to perform essential functions. If essential functions are disrupted, the CMT will advise relevant Department Managers to refer to their Sub Plan. The sub plans are to be progressively upgraded as results of initial testing and training are evaluated, in order to continuously improve the level of organisational resilience.

After an event has been resolved there will be post-event reviews by the CMT and other appropriate stakeholders to find out what happened, why, who was responsible and what actions need to be taken to ensure that it does not happen again (or is minimised). Recommendations will be implemented as appropriate and retraining of staff and review of business continuity documentation will occur if required.