

**Business Continuity and**

**Disaster Recovery Plan**

**March 2015**

**Contents**

[**INTRODUCTION**](#page5)[**3**](#page5)

[Developing a Business Continuity Plan](#page6) [4](#page6)

[**SECTION 1**](#page7)[**5**](#page7)

[Objectives](#page7) [5](#page7)

[Glossary](#page7) [5](#page7)

[**SECTION 2**](#page8)[**6**](#page8)

[Risk Management Planning](#page8) [6](#page8)

Risk Area - Council Offices 7

Risk Area - Depot 11

Risk Area - Springhaven Lodge 12

Risk Area - Personnel………………………………………………………………………………………..14

Insurance……………………………………………………………………………………………………………….15

Data security and backup strategy…………………………………………………………………………17

[**SECTION 3**](#page21)[**19**](#page21)

[Business Impact Analysis……………………………………………………………………………………………19](#page21)

[Critical](#page22) Business Activities………………………………………………………..……………………………20

[**SECTION 4**](#page24)[**22**](#page24)

[Incident Response Plan](#page24) [22](#page24)

Roles and Responsibilities…………………………………………………………………………………..…23

Loss of Administration building………………………………………………………………………...23

Complete IT Hardware failure………………………………………………………………….……….27

Loss of Depot buildings………………………………………………………………………………….….28

Loss of Springhaven Lodge………………………………………………………………………………..32

[Evacuation Procedures](#page38) [36](#page38)

[Emergency kit](#page38) [36](#page38)

**SECTION 5** **37**

[Rehearse, Maintain and Review](#page39) [37](#page39)

Business Continuity Plan 2015 Page 1

**APPENDICES**

[**APPENDIX ONE**](#page40)[**38**](#page40)

[Key Contact Sheet](#page40) [38](#page40)

[**APPENDIX TWO**](#page41)[**39**](#page41)

[Event Log](#page41) [39](#page41)

**APPENDIX THREE……………………………………………………………………………………………………40**

Maintain and Review……………………………………………………………………………………………40 Action Plan for Implementation……………………………………………………………………………40

[**APPENDIX FOUR**](#page43)[**41**](#page43)

[Immediate Response Checklist](#page43) [41](#page43)

[**APPENDIX FIVE**](#page44)[**42**](#page44)

Incident Recovery Checklist………………………………………………………………………………42

[**APPENDIX SIX**](#page45)[**43**](#page45)

[Recovery contacts](#page45) [43](#page45)

[**APPENDIX SEVEN**](#page46)[**44**](#page46)

[Training schedule](#page46) [44](#page46)

[Review schedule](#page46) [44](#page46)

Business Continuity Plan 2015 Page 2

**Introduction**

The purpose of developing a Business Continuity Plan is to ensure the continuation of the business during and following any critical incident that results in disruption to normal operational capability. Business Continuity Management (BCM) is critical to responsible management practice and an important element in the Shire’s integrated approach to risk management.

Business Continuity Management deals specifically with business disruption risks.

The Shire of Kojonup recognises that some events may exceed the capacity of routine management methods and structure. The policy and Plan aim to provide a mechanism for the development of contingent capacity and plans that will enable management to focus on maintaining and resuming the Shire’s most critical functions; whilst working in a planned way toward eventual restoration of operations and ensuring unaffected operations are able to continue.

This Plan reinforces the Shire’s *Risk Management Policy* and aligns the Shire’s management practice with *Standards Australia AS/NZS 5050:2010 Business Continuity-Managing disruption-related risk*.

Business Continuity Plan 2015 Page 3

**Developing a Business Continuity Plan**

This document incorporates the Prevention, Preparedness, Response and Recovery (PPRR) framework. Each of the four key elements is represented by a part in the Business Continuity Planning Process.



* Prevention - Risk Management planning
	+ Incorporates the Prevention element that identifies and manages the likelihood and/or effects of risk associated with an incident.
* Preparedness - Business Impact Analysis
	+ Incorporates the Preparedness element that identifies and prioritises the key activities of a business that may be adversely affected by any disruptions.
* Response – Incident Response planning
	+ Incorporates the Response element and outlines immediate actions taken to respond to an incident in terms of containment, control and minimising impacts.
* Recovery - Recovery planning
	+ Incorporates the Recovery element that outlines actions taken to recover from an incident in order to minimise disruption and recovery times.

Business Continuity Plan 2015 Page 4

**Section 1**

**Objectives**

The objectives of this plan are to:

* undertake risk management assessment
* define and prioritise the critical business functions
* detail the immediate response to a critical incident
* detail strategies and actions to be taken to enable the Shire to stay in business
* review and update this plan on a regular basis.

**Glossary**

|  |  |  |
| --- | --- | --- |
| Business | Continuity | A process that helps develop a plan document to manage the |
| Planning |  | risks to a business, ensuring that it can operate to the extent |
|  |  | required in the event of a crisis/disaster. |
|  |  |
| Business Continuity Plan | A document containing all of the information required to |
|  |  | ensure that the business is able to resume critical business |
|  |  | activities should a crisis/disaster occur. |
|  |  |
| Business Impact Analysis | The process of gathering information to determine basic |
|  |  | recovery requirements for our key business activities in the |
|  |  | event of a crisis/disaster. |
|  |  |
| Key business activities | Those activities essential to deliver outputs and achievement |
|  |  | of business objectives. |
|  |  |
| Recovery Time Objective | The time from which you declare a crisis/disaster to the time |
| (RTO) |  | that the critical business functions must be operational in |
|  |  | order to avoid serious financial loss. |
|  |  |  |
| Resources |  | The means that support delivery of an identifiable output |
|  |  | and/or result. Resources may be money, physical assets, or |
|  |  | most importantly, people. |
|  |  |  |
| Risk Management | Is the process of defining and analysing risks, and then |
|  |  | deciding on the appropriate course of action in order to |
|  |  | minimise these risks, whilst still achieving business goals. |
|  |  |  |

Business Continuity Plan 2015 Page 5

**Section 2**

**Risk Management Planning**

We need to **manage the risks to the operations of the Shire** by identifying and analysing the things that may have an adverse effect on the operations and choosing the best method of dealing with each of these identified risks.

The questions to ask are:

* What could cause an impact?
* How serious would that impact be?
* What is the likelihood of this occurring?
* Can it be reduced or eliminated?

Business Continuity Plan 2015 Page 6

**Risk Area -Council Offices**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Risk Description:** |  | **Likelihood** | **Impact** | **Priority** |  | **Preventative Action** |  |  |  | **Contingency Plans** |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | *Building incident – partial* |  | *L* | *VH* | *H* |  |  *ensure adequate insurance cover in place including business* |  |  |  *undertake assessment of damage,* |  |
|  | *loss of building due to fire,* |  |  |  |  |  | *interruption and general property* |  |  |  | *obtain quotes and engage suppliers* |  |
|  | *earthquake or vehicle* |  |  |  |  |  |  *Ensure regular maintenance of and training of staff in the use of* |  |  |  *immediate access to personal resources* |  |
|  | *collision* |  |  |  |  |  | *portable fire fighting equipment* |  |  |  | *whilst waiting for insurance payments* |  |
|  |  |  |  |  |  |  |  *Ensure emergency evacuation procedures in place and reviewed* |  |  |  *Identified staff to work from home* |  |
|  |  |  |  |  |  |  | *regularly.* |  |  |  | *where possible until site made good or* |  |
|  |  |  |  |  |  |  |  *Ensure regular testing and tagging of all electrical equipment* |  |  |  | *new site found* |  |
|  |  |  |  |  |  |  |  *Ensure adequate and audible alarms and smoke detectors.* |  |  | *Inform LGIS* |  |
|  |  |  |  |  |  |  |  *set up agreement with suitable supplier for 24 hour repairs and* |  |  |  |  |  |  |
|  |  |  |  |  |  |  | *replacement for key plant and equipment* |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  *source alternative site (if location and equipment have been* |  |  |  |  |  |  |
|  |  |  |  |  |  |  | *damaged)* |  |  |  |  |  |  |
|  | *Building Incident – total* |  | *L* | *E* | *VH* |  |  *ensure adequate insurance cover in place including business* |  |  |  *undertake assessment of damage,* |  |
|  | *loss of building due to fire* |  |  |  |  |  | *interruption and general property* |  |  |  | *obtain quotes and engage suppliers* |  |
|  | *or earthquake* |  |  |  |  |  |  *Ensure regular maintenance of and training of staff in the use of* |  |  |  *immediate access to personal resources* |  |
|  |  |  |  |  |  |  | *portable fire fighting equipment* |  |  |  | *whilst waiting for insurance payments* |  |
|  |  |  |  |  |  |  |  *Ensure emergency evacuation procedures in place and reviewed* |  |  |  *Identified staff to work from home* |  |
|  |  |  |  |  |  |  | *regularly.* |  |  |  | *where possible until site made good or* |  |
|  |  |  |  |  |  |  |  *Ensure regular testing and tagging of all electrical equipment* |  |  |  | *new site found* |  |
|  |  |  |  |  |  |  |  *Ensure adequate and audible alarms and smoke detectors.* |  |  | *Inform LGIS* |  |
|  |  |  |  |  |  |  |  *set up agreement with suitable supplier for 24 hour repairs and* |  |  |  *Notify community of alternate site via* |  |
|  |  |  |  |  |  |  | *replacement for key plant and equipment* |  |  |  | *local radio, TV and notices on* |  |
|  |  |  |  |  |  |  |  *source alternative site (if location and equipment have been* |  |  |  | *community notice boards* |  |
|  |  |  |  |  |  |  | *damaged)* |  |  |  *Where possible relocate critical* |  |
|  |  |  |  |  |  |  |  |  |  |  | *equipment to alternate site to ensure* |  |
|  |  |  |  |  |  |  |  |  |  |  | *basic operation of services* |  |
|  |  |  |  |  |  |  |  |  |  |  *Relocate remaining staff to alternate* |  |
|  |  |  |  |  |  |  |  |  |  |  | *site* |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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|  | Business Continuity Plan 2015 |  |  |  | Page 7 |  |  |  |  |  |

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|  | **Risk Description:** |  | **Likelihood** | **Impact** |  | **Priority** |  | **Preventative Action** |  |  | **Contingency Plans** |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | *Complete IT Hardware* |  | *L* | *VH* | *E* |  |  |  *Ensure a regular maintenance and replacement program for server* |  |  *Assess scope of damage and engage* |  |
|  | *Failure* |  |  |  |  |  |  |  *Review arrangements to ensure suppliers will provide 2 hour critical* |  | *preferred suppliers to source hardware* |  |
|  |  |  |  |  |  |  |  | *response times* |  | *replacement/repair and determine the* |  |
|  |  |  |  |  |  |  |  |  *Regular backups of IT system, daily, monthly and end of year, with* |  | *outage time* |  |
|  |  |  |  |  |  |  |  | *offsite storage of backup tapes* |  |  *Inform the community through radio,* |  |
|  |  |  |  |  |  |  |  |  *Investigate all program media and license numbers and email* |  | *TV and notices on community notice* |  |
|  |  |  |  |  |  |  |  | *passwords are stored offsite* |  | *boards* |  |
|  |  |  |  |  |  |  |  |  *Maintain a secure system that minimises risk from hacking or other* |  |  *Instigate manual or recovery processes* |  |
|  |  |  |  |  |  |  |  | *attack* |  | *for key functions:* |  |
|  |  |  |  |  |  |  |  |  *Maintain appropriate insurance coverage for IT infrastructure* |  | - | *Payroll* |  |
|  |  |  |  |  |  |  |  |  |  | - | *Receipting* |  |
|  |  |  |  |  |  |  |  |  |  | - | *Creditor payments* |  |
|  |  |  |  |  |  |  |  |  |  | - | *Dogs, cats* |  |
|  |  |  |  |  |  |  |  |  |  | - | *Development* |  |
|  |  |  |  |  |  |  |  |  |  | - | *Email management* |  |
|  |  |  |  |  |  |  |  |  |  |  *Re-establish and bring all information* |  |
|  |  |  |  |  |  |  |  |  |  | *up to date* |  |
|  | *IT software failure* |  | *L* | *M* | *L* |  |  |  *Ensure a regular maintenance and replacement program for server* |  |  *Assess scope of damage and engage* |  |
|  |  |  |  |  |  |  |  |  *Regular backups of IT system, daily, monthly and end of year with* |  | *preferred suppliers to source software* |  |
|  |  |  |  |  |  |  |  | *offsite storage of backup tapes* |  | *replacement/repair and determine the* |  |
|  |  |  |  |  |  |  |  |  *Regular testing of backup tapes* |  | *outage time* |  |
|  |  |  |  |  |  |  |  |  *Ensure all program media and license numbers and email passwords* |  |  *Instigate manual or recovery processes* |  |
|  |  |  |  |  |  |  |  | *are stored offsite* |  | *for key functions:* |  |
|  |  |  |  |  |  |  |  |  *Maintain a secure system that minimises risk from hacking or other* |  | - | *Payroll* |  |
|  |  |  |  |  |  |  |  | *attack.* |  | - | *Receipting* |  |
|  |  |  |  |  |  |  |  |  |  | - | *Creditor payments* |  |
|  |  |  |  |  |  |  |  |  |  | - | *Dogs, cats* |  |
|  |  |  |  |  |  |  |  |  |  | - | *Development* |  |
|  |  |  |  |  |  |  |  |  |  | - | *Email management* |  |
|  |  |  |  |  |  |  |  |  |  |  *Re-establish &bring all info up to date* |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | Business Continuity Plan 2015 |  |  |  |  | Page 8 |  |  |  |  |

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|  | **Risk Description:** |  | **Likelihood** | **Impact** | **Priority** |  | **Preventative Action** |  |  | **Contingency Plans** |  |
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|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | *Telecommunications* |  | *L* | *M* | *L* |  |  *Review contractual arrangements with suppliers to ensure 24 hour* |  |  | *Maintain adequate mobile* |  |
|  | *failure* |  |  |  |  |  | *response time to critical failures* |  |  | *communications* |  |
|  |  |  |  |  |  |  |  |  |  *Set up phone diversion to mobiles* |  |
|  |  |  |  |  |  |  |  |  |  | *through supplier* |  |
|  |  |  |  |  |  |  |  |  |  *If outage is greater than 24 hours notify* |  |
|  |  |  |  |  |  |  |  |  |  | *community through local radio, TV and* |  |
|  |  |  |  |  |  |  |  |  |  | *notices on community notice boards.* |  |
|  | *Electrical failure* |  | *L* | *L* | *M* |  |  *Ensure backup of IT system* |  |  *Ensure enough UPS capacity to allow* |  |
|  |  |  |  |  |  |  |  |  |  | *for critical transfer of communications* |  |
|  |  |  |  |  |  |  |  |  |  | *to alternative sources* |  |
|  |  |  |  |  |  |  |  |  |  *Initiate diversion of phones to mobiles* |  |
|  |  |  |  |  |  |  |  |  |  | *after a reasonable timeframe and after* |  |
|  |  |  |  |  |  |  |  |  |  | *seeking information on expected outage* |  |
|  |  |  |  |  |  |  |  |  |  | *timeframe.* |  |
|  | *Bomb threat* |  | *L* | *L* | *L* |  |  *Ensure emergency evacuation procedures in place and reviewed* |  |  | *Contact Police* |  |
|  |  |  |  |  |  |  | *regularly* |  |  *Where outage is greater than 2 hours* |  |
|  |  |  |  |  |  |  |  |  |  | *implement diversion to mobile phones* |  |
|  | *Criminal activity – Theft* |  | *L* | *L* | *L* |  |  *ensure adequate insurance cover in place including business* |  |  *Keep a list of sources for replacement* |  |
|  | *and malicious hacking* |  |  |  |  |  | *interruption and general property including theft* |  |  | *property/equipment.* |  |
|  |  |  |  |  |  |  |  *ensure adequate security system and regular checking and* |  |  | *Contact Police* |  |
|  |  |  |  |  |  |  | *maintenance of security systems (IT & building access)* |  |  *Secure area and do not touch anything* |  |
|  |  |  |  |  |  |  |  *Ensure procedures and practices in place to limit public access to* |  |  | *until Police arrive.* |  |
|  |  |  |  |  |  |  | *mobile and critical assets* |  |  *Implement counselling or disciplinary* |  |
|  |  |  |  |  |  |  |  *Ensure inability to externally access council data or information* |  |  | *action for staff after investigation is* |  |
|  |  |  |  |  |  |  | *systems* |  |  | *completed (if required)* |  |
|  |  |  |  |  |  |  |  *Emergency procedures in place and staff adequately trained* |  |  *Engage preferred supplier for* |  |
|  |  |  |  |  |  |  |  *Maintain proper practices to track all equipment (asset register)* |  |  | *replacement of equipment and* |  |
|  |  |  |  |  |  |  |  *Hirers of facilities provided with access are tracked – key register* |  |  | *restoration of IT data/software systems,* |  |
|  |  |  |  |  |  |  |  |  |  | *etc.* |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | Business Continuity Plan 2015 |  |  |  | Page 9 |  |  |  |  |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Risk Description:** |  | **Likelihood** | **Impact** | **Priority** |  | **Preventative Action** |  |  | **Contingency Plans** |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | *Criminal Activity – Fraud* |  | *L* | *L* | *L* |  |  *Ensure control policies and procedures are adequate and reviewed* |  |  |  *Contact Police* |  |
|  |  |  |  |  |  |  | *annually* |  |  |  *Secure area and do not touch anything* |  |
|  |  |  |  |  |  |  |  *Adequate segregation of duties and separate approval processes for* |  |  | *until Police arrive.* |  |
|  |  |  |  |  |  |  | *at risk activities* |  |  |  *Identify nature of fraud and its impact* |  |
|  |  |  |  |  |  |  |  *Staff are adequately trained* |  |  | *on operations* |  |
|  |  |  |  |  |  |  |  *Audit Committee regularly tests internal controls* |  |  |  *Implement counselling or disciplinary* |  |
|  |  |  |  |  |  |  |  *Limited funds in Council’s operating account and float* |  |  | *action for staff after investigation is* |  |
|  |  |  |  |  |  |  |  |  |  | *completed (if necessary)* |  |
|  | *Flood/storm* |  | *M* | *H* | *H* |  |  *ensure adequate insurance cover in place including business* |  |  |  *keep a list of sources for replacement* |  |
|  |  |  |  |  |  |  | *interruption and general property* |  |  | *property/equipment* |  |
|  |  |  |  |  |  |  |  *Review contractual arrangements with suppliers to ensure 24 hour* |  |  |  *Secure equipment, furniture, etc.* |  |
|  |  |  |  |  |  |  | *response time to critical failures* |  |  |  *Where outage is greater than 2 hours* |  |
|  |  |  |  |  |  |  |  *Utilise available mobile pumps to prevent inundation/flood/storm* |  |  | - *Implement diversion to mobiles* |  |
|  |  |  |  |  |  |  |  |  |  | - *Being planning for relocation* |  |
|  |  |  |  |  |  |  |  |  |  | *of staff to another facility if* |  |
|  |  |  |  |  |  |  |  |  |  | *event timeframe is expected to* |  |
|  |  |  |  |  |  |  |  |  |  | *be long term* |  |
|  |  |  |  |  |  |  |  |  |  |  *Relocate critical equipment to alternate* |  |
|  |  |  |  |  |  |  |  |  |  | *site to ensure basic operation of* |  |
|  |  |  |  |  |  |  |  |  |  | *services* |  |
|  |  |  |  |  |  |  |  |  |  |  *Undertake assessment of damage,* |  |
|  |  |  |  |  |  |  |  |  |  | *obtain quotes and engage suppliers* |  |
|  |  |  |  |  |  |  |  |  |  |  *Notify community of alternate site via* |  |
|  |  |  |  |  |  |  |  |  |  | *local radio, TV and notices to* |  |
|  |  |  |  |  |  |  |  |  |  | *community notice boards* |  |
|  | *Machinery breakdown* |  | *L* | *M* | *M* |  |  *ensure adequate insurance cover in place including general property* |  |  |  *Mechanic on duty with back up* |  |
|  |  |  |  |  |  |  |  |  |  |  |  |

Business Continuity Plan 2015 Page 10

**Risk Area - Depot**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Risk Description** |  | **Likelihood** | **Impact** |  | **Priority** |  | **Preventative Action** |  |  | **Contingency Plans** |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | *Building Fire – partial loss* |  | *L* | *M* | *M* |  |  |  *Ensure regular maintenance of portable fire fighting equipment* |  |  *Secure equipment, furniture and* |  |
|  | *of building* |  |  |  |  |  |  |  *Ensure training of staff in the use of fire fighting equipment* |  |  | *machinery, etc.* |  |
|  |  |  |  |  |  |  |  |  *Ensure emergency evacuation procedures in place and reviewed* |  |  *Undertake assessment of damage,* |  |
|  |  |  |  |  |  |  |  | *regularly* |  |  | *obtain quotes and engage suppliers* |  |
|  |  |  |  |  |  |  |  |  *Ensure adequate and audible alarms and smoke detect* |  |  *Where damage to critical machinery* |  |
|  |  |  |  |  |  |  |  |  *Ensure regular tagging and testing of all electrical equipment* |  |  | *occurs obtain temporary replacement* |  |
|  |  |  |  |  |  |  |  |  |  |  | *from hire firm* |  |
|  | *Bushfire* |  | *L* | *M* | *H* |  |  |  *Ensure regular maintenance of portable fire fighting equipment* |  |  | *Salvage equipment, furniture,* |  |
|  |  |  |  |  |  |  |  |  *Ensure training of staff in the use of fire fighting equipment* |  |  | *machinery, etc.* |  |
|  |  |  |  |  |  |  |  |  *Ensure emergency evacuation procedures in place and reviewed* |  |  *Where damage to critical machinery* |  |
|  |  |  |  |  |  |  |  | *regularly* |  |  | *occurs obtain temporary replacement* |  |
|  |  |  |  |  |  |  |  |  *Ensure adequate and audible alarms and smoke detectors* |  |  | *from hire firm* |  |
|  |  |  |  |  |  |  |  |  *Adequate fire breaks are installed* |  |  *Undertake assessment of damage, etc.* |  |
|  | *Electrical failure* |  | *L* | *L* | *M* |  |  |  *Stand by generators and pumping equipment available* |  |  *Utilise available generators for critical* |  |
|  |  |  |  |  |  |  |  |  |  |  | *activity until power is reinstated* |  |
|  |  |  |  |  |  |  |  |  |  |  *Obtain fuel from third party whilst* |  |
|  |  |  |  |  |  |  |  |  |  |  | *power is unavailable for extended* |  |
|  |  |  |  |  |  |  |  |  |  |  | *period* |  |
|  | *Criminal activity* |  | *L* | *L* | *M* |  |  |  *Ensure adequate security system and regular checking and* |  |  | *Contact Police* |  |
|  |  |  |  |  |  |  |  | *maintenance of security system* |  |  *Secure area and do not touch anything* |  |
|  |  |  |  |  |  |  |  |  *Ensure adequate insurance cover* |  |  | *until Police arrive.* |  |
|  |  |  |  |  |  |  |  |  *Ensure procedures and practices in place to limit public access to* |  |  *Source replacement items immediately* |  |
|  |  |  |  |  |  |  |  | *mobile and critical assets* |  |  | *from a preferred supplier* |  |
|  |  |  |  |  |  |  |  |  *Mark at risk equipment* |  |  *Engage preferred supplier for* |  |
|  |  |  |  |  |  |  |  |  *Maintain proper practices to track all equipment (asset register)* |  |  | *replacement of equipment* |  |
|  | *Flood/storm* |  | *L* | *L* | *L* |  |  |  *Utilise available mobile pumps to prevent inundation* |  |  *Secure equipment, furniture, machinery,* |  |
|  |  |  |  |  |  |  |  |  |  |  | *etc.* |  |
|  |  |  |  |  |  |  |  |  |  |  *Obtain temp replacement from hire firm* |  |
|  | *Comms/ Radio Failure* |  | *L* | *L* | *L* |  |  |  *Review contractual arrangements with suppliers to ensure 24 hour* |  |  *If the outage is likely to be significant* |  |
|  |  |  |  |  |  |  |  | *response time to critical failures* |  |  | *source hand held two way radios* |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | Business Continuity Plan 2015 |  |  |  |  | Page 11 |  |  |  |  |

**Risk Area – Springhaven Lodge**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Risk Description** |  | **Likelihood** | **Impact** | **Priority** |  | **Preventative Action** |  |  | **Contingency Plans** |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | *Building Fire – partial loss* |  | *L* | *M* | *M* |  |  *Ensure regular maintenance of portable fire fighting equipment* |  |  |  *Secure equipment, furniture and* |  |
|  | *of building* |  |  |  |  |  |  *Ensure training of staff in the use of fire fighting equipment* |  |  | *machinery, etc.* |  |
|  |  |  |  |  |  |  |  *Ensure emergency evacuation procedures in place and reviewed* |  |  |  *Undertake assessment of damage,* |  |
|  |  |  |  |  |  |  | *regularly* |  |  | *obtain quotes and engage suppliers* |  |
|  |  |  |  |  |  |  |  *Ensure adequate and audible alarms and smoke detectors* |  |  |  *Where damage to critical machinery* |  |
|  |  |  |  |  |  |  |  *Ensure regular tagging and testing of all electrical equipment* |  |  | *occurs obtain temporary replacement* |  |
|  |  |  |  |  |  |  |  |  |  | *from hire firm* |  |
|  | *Building Incident – total* |  | *L* | *E* | *VH* |  |  *ensure adequate insurance cover in place including business* |  |  |  *undertake assessment of damage,* |  |
|  | *loss of building due to fire* |  |  |  |  |  | *interruption and general property* |  |  | *obtain quotes and engage suppliers* |  |
|  | *or earthquake* |  |  |  |  |  |  *Ensure regular maintenance of and training of staff in the use of* |  |  |  *immediate access to personal resources* |  |
|  |  |  |  |  |  |  | *portable fire fighting equipment* |  |  | *whilst waiting for insurance payments* |  |
|  |  |  |  |  |  |  |  *Ensure emergency evacuation procedures in place and reviewed* |  |  |  *source alternative accommodation for* |  |
|  |  |  |  |  |  |  | *regularly.* |  |  | *residents* |  |
|  |  |  |  |  |  |  |  *Ensure regular testing and tagging of all electrical equipment* |  |  |  *Inform LGIS* |  |
|  |  |  |  |  |  |  |  *Ensure adequate and audible alarms and smoke detectors.* |  |  |  *Notify community of alternate site via* |  |
|  |  |  |  |  |  |  |  *set up agreement with suitable supplier for 24 hour repairs and* |  |  | *local radio, TV and notices on* |  |
|  |  |  |  |  |  |  | *replacement for key plant and equipment* |  |  | *community notice boards* |  |
|  |  |  |  |  |  |  |  *source alternative accommodation for residents (if location and* |  |  |  *Where possible relocate critical* |  |
|  |  |  |  |  |  |  | *equipment have been damaged)(hospitals in Kojonup and* |  |  | *equipment to alternate site to ensure* |  |
|  |  |  |  |  |  |  | *surrounding areas, other nursing home facilities in surrounding* |  |  | *basic operation of services* |  |
|  |  |  |  |  |  |  | *areas* |  |  |  *Redeploy staff where possible to* |  |
|  |  |  |  |  |  |  |  |  |  | *alternate sites* |  |
|  | *Electrical failure* |  | *L* | *L* | *M* |  |  *Stand by generators and pumping equipment available* |  |  |  *Utilise available generators for critical* |  |
|  |  |  |  |  |  |  |  |  |  | *activity until power is reinstated* |  |
|  |  |  |  |  |  |  |  |  |  |  *Obtain fuel from third party whilst* |  |
|  |  |  |  |  |  |  |  |  |  | *power is unavailable for extended* |  |
|  |  |  |  |  |  |  |  |  |  | *period* |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
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Business Continuity Plan 2015 Page 12

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Risk Description** |  | **Likelihood** |  |  | **Impact** |  |  | **Priority** |  | **Preventative Action** |  | **Contingency Plans** |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| *Criminal activity* | *L* | *L* |  | *M* |  |  |  *Ensure adequate security system and regular checking and* |  | *Contact Police* |
|  |  |  |  |  |  |  |  |  |  | *maintenance of security system* |  *Secure area and do not touch anything* |
|  |  |  |  |  |  |  |  |  |  |  *Ensure adequate insurance cover* |  | *until Police arrive.* |
|  |  |  |  |  |  |  |  |  |  |  *Ensure procedures and practices in place to limit public access to* |  *Source replacement items immediately* |
|  |  |  |  |  |  |  |  |  |  | *mobile and critical assets* |  | *from a preferred supplier* |
|  |  |  |  |  |  |  |  |  |  |  *Mark at risk equipment* |  *Engage preferred supplier for* |
|  |  |  |  |  |  |  |  |  |  |  *Maintain proper practices to track all equipment (asset register)* |  | *replacement of equipment* |
| *Flood/storm* | *L* | *L* |  | *L* |  |  |  *Utilise available mobile pumps to prevent inundation* |  *Secure equipment, furniture, machinery,* |
|  |  |  |  |  |  |  |  |  |  |  |  | *etc.* |
|  |  |  |  |  |  |  |  |  |  |  |  *Obtain temp replacement from hire firm* |
| *Telecommunications* | *L* | *M* |  | *L* |  |  |  *Review contractual arrangements with suppliers to ensure 24 hour* |  | *Maintain adequate mobile* |
| *failure* |  |  |  |  |  |  |  |  |  | *response time to critical failures* |  | *communications* |
|  |  |  |  |  |  |  |  |  |  |  |  *Set up phone diversion to mobiles* |
|  |  |  |  |  |  |  |  |  |  |  |  | *through supplier* |
|  |  |  |  |  |  |  |  |  |  |  |  *If outage is greater than 24 hours notify* |
|  |  |  |  |  |  |  |  |  |  |  |  | *community through local radio, TV and* |
|  |  |  |  |  |  |  |  |  |  |  |  | *notices on community notice boards.* |
| *Evacuation of Residents* | *L* | *M* |  | *H* |  |  |  *Ensure hospitals and nursing homes in surrounding areas have the* |  *Ensure capacity at Kojonup hospital to* |
|  |  |  |  |  |  |  |  |  |  | *capacity to assist where evacuation is required* |  | *receive residents in the first instance.* |
|  |  |  |  |  |  |  |  |  |  |  *Ensure Family contact register is updated bi-annually to ensure* |  *Contact families for short term* |
|  |  |  |  |  |  |  |  |  |  | *current contact details are available for immediate family members.* |  | *accommodation, where possible* |
|  |  |  |  |  |  |  |  |  |  |  |  *Ascertain whether re-housing possibility* |
|  |  |  |  |  |  |  |  |  |  |  |  | *in adjoining care facilities* |
|  |  |  |  |  |  |  |  |  |  |  |  *Contact other facilities in surrounding* |
|  |  |  |  |  |  |  |  |  |  |  |  | *areas to assist with accommodating* |
|  |  |  |  |  |  |  |  |  |  |  |  | *residents.* |

Business Continuity Plan 2015 Page 13

**Risk Area - Personnel**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Risk Description** |  | **Likelihood** | **Impact** |  | **Priority** |  | **Preventative Action** |  |  | **Contingency Plans** |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | *Illness/Injury* |  | *L* | *L* | *L* |  |  |  *Provide and encourage sound hygiene practices* |  |  |  *Seek assistance from neighbouring* |  |
|  |  |  |  |  |  |  |  |  *Management and implementation of the OSH program* |  |  | *Council’s or outside staff resources* |  |
|  |  |  |  |  |  |  |  |  *Offer annual flu vaccine to staff and elected members at no cost* |  |  |  *Where there are staff off work for other* |  |
|  |  |  |  |  |  |  |  |  |  |  | *purposes, contact those staff to* |  |
|  |  |  |  |  |  |  |  |  |  |  | *determine availability to work* |  |
|  | *Pandemic* |  | *L* | *M* | *M* |  |  |  *Offer annual flu vaccine to staff and elected members at no cost* |  |  |  *Seek assistance from neighbouring* |  |
|  |  |  |  |  |  |  |  |  |  |  | *Council’s or outside staff resources* |  |
|  |  |  |  |  |  |  |  |  |  |  |  *Where there are staff off work for other* |  |
|  |  |  |  |  |  |  |  |  |  |  | *purposes, contact those staff to* |  |
|  |  |  |  |  |  |  |  |  |  |  | *determine availability to work* |  |
|  | *Sudden loss of key* |  | *L* | *M* | *H* |  |  |  *Ensure work plans are well documented and regular communication* |  |  |  *Seek assistance from VROC Councils in* |  |
|  | *personnel* |  |  |  |  |  |  | *between key personnel is maintained* |  |  | *the first instance and then other local* |  |
|  |  |  |  |  |  |  |  |  *Ensure a positive work environment that promotes good* |  |  | *Councils and/or LGA until the* |  |
|  |  |  |  |  |  |  |  | *communication* |  |  | *recruitment of a replacement* |  |
|  |  |  |  |  |  |  |  |  |  |  |  *Reprioritise work program, reschedule* |  |
|  |  |  |  |  |  |  |  |  |  |  | *works to match available resources* |  |
|  | *Inability to attract suitable* |  | *L* | *L* | *M* |  |  |  *Provision of a positive and attractive work environment* |  |  |  *Seek assistance from local Councils* |  |
|  | *key personnel* |  |  |  |  |  |  |  *Review job specifications and level of remuneration to ensure that* |  |  | *and/or LGA until the recruitment of a* |  |
|  |  |  |  |  |  |  |  | *we can compete in the market* |  |  | *replacement* |  |
|  |  |  |  |  |  |  |  |  *Commence recruitment of key personnel well prior to know* |  |  |  *Reprioritise work program, reschedule* |  |
|  |  |  |  |  |  |  |  | *departure* |  |  | *works to match available resources* |  |
|  |  |  |  |  |  |  |  |  *Possibility of resource sharing with neighbouring councils* |  |  |  |  |  |
|  | *Loss of corporate* |  | *L* | *L* | *M* |  |  |  *Ensure documentation of key procedures processes and job tasks* |  |  |  *Regular review and updating of* |  |
|  | *knowledge* |  |  |  |  |  |  | *relevant to all positions* |  |  | *documented procedures, processes and* |  |
|  |  |  |  |  |  |  |  |  |  |  | *job tasks for all positions* |  |
|  | *Industrial dispute* |  | *L* | *L* | *L* |  |  |  *Ensure good faith bargaining is maintained in industrial relations* |  |  |  *Utilise the services of an independent* |  |
|  |  |  |  |  |  |  |  | *negotiations* |  |  | *facilitator to hear and suggest* |  |
|  |  |  |  |  |  |  |  |  *Maintain positive workplace communications and provide an* |  |  | *resolutions and grievances* |  |
|  |  |  |  |  |  |  |  | *environment where staff can raise grievances and issues* |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | Business Continuity Plan 2015 |  |  |  |  | Page 14 |  |  |  |  |

**Insurance**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Insurance type** |  |  | **Policy coverage** |  |  |  |  | **Policy exclusions** |  |  |  |  | **Insurance company and** |  |  | **Last review date** |  |  | **Payments due** |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | **contact** |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | *Business Interruption* |  |  | *Business interruption due to:* |  |  |  | *terrorism* |  |  |  |  |  | *LGIS – David Wood (9483 8888)* |  |  | *30/6/2014* |  |  | *Annually* |  |
|  |  |  |  |  | *fire* |  |  |  |  |  |  | *tsunami* |  |  |  |  |  |  | *Policy No V01.2014* |  |  |  |  |  |  |  |  |
|  |  |  |  |  | *flood/storm* |  |  |  |  |  | *landslide* |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  | *theft* |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | *Motor Vehicle* |  |  | *All motor vehicles and* |  |  |  | **Section** | **1 Loss** | **or** | **damage** | **to** |  |  | *LGIS – David Wood (9483 8888)* |  |  | *30/6/2014* |  |  | *Annually* |  |
|  |  |  |  |  |  | **vehicles as per Interest Insured.** |  |  |  |  |  |  |  |  |
|  |  |  |  | *trailers* |  |  |  |  |  |  |  |  | *Policy No* 63 4011445 VFT |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  | Current market value at the time of |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  | loss or damage or sum |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  | Insured value specified in the |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  | Declaration of vehicles, whichever |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  | is the lesser, but limited per council |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  | to $20,000,000 any one event. |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  | **Section 2 Cover for Third Party** |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  | **Liability** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  | $30,000,000 but | limited | to |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  | $5,000,000 for any dangerous |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  | goods carrying vehicles, for all |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  | claims arising from the one |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  | accident or series of accidents |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  | resulting from the one original |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  | cause (as defined in this section of |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  | the policy). |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | *Personal Accident* |  |  | *The* | *Mayor, Chairperson,* | *Elected* |  |  | *Covering* | *Insured* | *Persons* | *whilst* |  |  | *LGIS – David Wood (9483 8888)* |  |  | *30/6/2014* |  |  | *Annually* |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  | *Members, Councillors,* |  |  |  |  | *engaged in a Journey and any* |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | *Commissioners,* | *Employees* | *of the* |  |  | *other activity directly or indirectly* |  |  | *Policy No 05PO005535* |  |  |  |  |  |  |  |  |
|  |  |  |  | *Insured,* | *Accompanying* |  |  | *connected with or on behalf of the* |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | *Partners/Spouses of* | *the* | *Covered* |  |  | *Authority* | *and* | *Insured* | *Persons* |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | *Persons above,* |  |  |  |  |  | *whilst engaged in any activity* |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | *Voluntary Workers,* | *Members of* |  |  | *directly* |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | *any Committees and Trusts.* |  |  |  | *Or indirectly connected with or on* |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | *Other Persons where the Insured is* |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  | *behalf of the Authority.* |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | *required to provide coverage whilst* |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | *such persons are engaged in any* |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | *Government* | *Labour* | *Market,* |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | *Training or Job Creation Projects.* |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | Business Continuity Plan 2015 |  |  |  |  |  |  |  |  |  |  |  |  |  |  | Page 15 |  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Insurance type** |  |  | **Policy coverage** |  |  |  | **Policy exclusions** |  |  | **Insurance company and** |  |  | **Last review date** |  |  | **Payments due** |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  | **contact** |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | *Public liability* |  |  | *100% protection* |  |  |  | *None* |  |  | *LGIS – David Wood (9483 8888)* |  |  | *30/6/2014* |  |  | *Annually* |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  | *Policy No 000114* |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | *Workers Compensation* |  |  | *100% protection* |  |  |  | *None* |  |  | *LGIS – David Wood (9483 8888)* |  |  | *30/6/2014* |  |  | *Annually* |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  | *Policy No 000121* |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | *Buildings – Shire office* |  |  | *$4,079,250* | *-* | *industrial* |  |  | *None – excess only* |  |  | *LGIS – David Wood (9483 8888)* |  |  | *30/6/2014* |  |  | *Annually* |  |
|  |  |  | *special* | *risks,* | *machinery* |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  | *Policy No* |  |  |  |  |  |  |  |
|  |  |  |  | *breakdown,* |  | *electronic* |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | *equipment,* |  | *general* |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | *property,* | *includes physical* |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | *loss, destruction or damage* |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | *to property* |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | *Contents – Shire office* |  |  | *$500,000* |  |  |  |  |  | *None – excess only* |  |  | *LGIS – David Wood (9483 8888)* |  |  | *30/6/2014* |  |  | *Annually* |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  | *Policy No* |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | *Building – Springhaven* |  |  | *$5,953,500* | *–* | *industrial* |  |  | *None – excess only* |  |  | *LGIS – David Wood (9483 8888)* |  |  | *30/6/2014* |  |  | *Annually* |  |
|  |  |  | *special* | *risks,* | *machinery* |  |  |  |  |  |  |  |  |  |  |
|  | *Lodge* |  |  |  |  |  |  |  | *Policy No* |  |  |  |  |  |  |  |
|  |  |  | *breakdown,* |  | *electronic* |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | *equipment,* |  | *general* |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | *property,* | *includes physical* |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | *loss, destruction or damage* |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | *to property* |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | *Contents – Springhaven* |  |  | *$420,000- to be confirmed if* |  |  | *None – excess only* |  |  | *LGIS – David Wood (9483 8888)* |  |  | *30/6/2014* |  |  | *Annually* |  |
|  |  |  | *adequate* |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | *Lodge* |  |  |  |  |  |  |  |  |  |  | *Policy No* |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | *Loss as a result of an act or* |  |  | *$50,000 excess* |  |  |  |  |  |  |  |  |  |  |
|  | *Fidelity Guarantee* |  |  |  |  |  |  | *LGIS – David Wood (9483 8888)* |  |  | *30/6/2014* |  |  | *Annually* |  |
|  |  |  | *acts of employee dishonesty* |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  | *Policy No 05CH005846* |  |  |  |  |  |  |  |
|  |  |  |  | *($400K)* |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

Business Continuity Plan 2015 Page 16

**Data security and backup strategy - Current**

How have we [**protected our data and our network**](http://www.business.qld.gov.au/business/running/risk-management/protecting-it-data-and-systems) (e.g. virus protection, secure networks and firewalls, secure passwords and data backup procedures)? Details of the backup procedures as advised by supplier are listed in the table below.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Data for backup -** |  |  | **Frequency of backup** |  |  | **Backup media/** |  |  | **Person responsible** |  |  | **Backup procedure steps** |  |
|  |  |  |  |  |  |  |  |  |  |
|  | **currently** |  |  |  |  |  |  |  | **service** |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | *Database & Synergy - The* |  |  | *The operating system drive of* |  |  | *External hard drive - Back* |  |  | *The current system is largely automated* |  |  |  *Backups are generated and stored on the virtual backup* |  |
|  | *data covered in a full set* |  |  | *servers is backed up daily.* |  |  | *up data is currently stored* |  |  | *and has little in the way of notifications* |  |  | *server as scheduled.* |  |
|  | *includes* | *the* | *operating* |  |  | *Exchange is backed up 6 times* |  |  | *on a virtual server as an* |  |  | *configured. The Finance Officer has been* |  |  |  *Backups stored on the backup virtual server are copied to* |  |
|  | *system* | *of* | *all* | *servers* |  |  | *a day. User shared data is* |  |  | *intermediate* | *target. This* |  |  | *delegated the responsibility of rotating* |  |  | *an external drive overnight.* |  |
|  | *(Windows),* | *Exchange* |  |  | *backed up 14 times a day.* |  |  | *data is then sent via the* |  |  | *external drives.* |  |  |  *The external backup drive is rotated with another from the* |  |
|  | *(email),* | *any* | *applications* |  |  | *Synergy’s database is backed* |  |  | *network to* | *an external* |  |  |  |  |  | *pool and stored safely.* |  |
|  | *installed,* | *Synergy* | *and its* |  |  | *up 10 times a day. The Synergy* |  |  | *drive overnight.* |  |  |  |  |  |  |  |
|  | *database* | *and* | *user* | *shared* |  |  | *application environment is* |  |  |  |  |  |  |  |  |  |  |  |
|  | *data (Company documents).* |  |  | *backed up 4 times a day. Once* |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  | *a day, all of this data is copied* |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  | *to an external disk.* |  |  |  |  |  |  |  |  |  |  |  |

**Data security and backup strategy – Proposed for new infrastructure currently being installed**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Data for backup -** |  |  | **Frequency of backup** |  |  | **Backup media/** |  |  | **Person responsible** |  |  | **Backup procedure steps** |  |
|  |  |  |  |  |  |  |  |  |  |
|  | **proposed** |  |  |  |  |  |  |  |  |  | **service** |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | *The data covered in a full set* |  | *Typically* | *this* | *would* | *be* |  | *The current* | *server,* | *once* |  | *Notifications will be enabled to produce* |  |  |  *Backups are generated and stored on the backup server via* |  |
|  | *will include* | *the* | *operating* |  | *conducted* | *once* | *daily* | *via* |  | *decommissioned,* | *will* |  | *email regarding the success or failure of* |  |  |  | *the network as scheduled.* |  |
|  | *system of* | *both* | *servers* |  | *Shadow Protect. Shadow Copies* |  | *become* | *the* | *target* | *for* |  | *any backup jobs. Several recipients can* |  |  |  *Notifications are sent to advise of failure or success.* |  |
|  | *(Windows),* |  | *Exchange* |  | *on shared network drives are by* |  | *backups* | *(and will* | *likely* |  | *be specified as per your preference. Pre-* |  |  |  *Backups stored on the backup server are verified and* |  |
|  | *(email),* | *any* | *applications* |  | *default run twice daily. Synergy* |  | *reside in the depot). Backup* |  | *emptive Strike to be responsible for* |  |  |  | *consolidated before being replicated to an attached* |  |
|  | *installed,* | *Synergy* | *and its* |  | *may have its own database* |  | *data sent to this will be* |  | *configuration* | *and maintenance of* |  |  |  | *external drive.* |  |
|  | *database,* | *user shared* | *data* |  | *backup scheduled* | *(depending* |  | *consolidated and output to* |  | *backups and that the Manager Corporate* |  |  |  *Notifications regarding this output to external drives are* |  |
|  | *(Company* | *documents)* | *and* |  | *on IT Vision’s advice). A more* |  | *external hard drives for safe* |  | *Services would be responsible for* |  |  |  | *sent as required.* |  |
|  | *redirected* |  | *user* |  | *data* |  | *frequent schedule can be put in* |  | *storage.* |  |  |  |  | *reviewing notifications and alerting us to* |  |  |  | *External backup drive is rotated with another from the* |  |
|  | *(typically* | *documents* | *and* |  | *place as required.* |  |  |  |  |  |  |  |  | *any issues.* | *The Manager Corporate* |  |  |  | *pool and stored safely.* |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | Business Continuity Plan 2015 |  |  |  |  |  |  |  |  |  | Page 17 |  |  |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Data for backup -** |  |  | **Frequency of backup** |  |  | **Backup media/** |  |  | **Person responsible** |  |  | **Backup procedure steps** |  |
|  |  |  |  |  |  |  |  |  |  |
|  | **proposed** |  |  |  |  |  |  | **service** |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | *desktop* | *content* | *from* |  |  |  |  |  |  |  | *Services would also be made responsible* |  |  |  |  |
|  | *workstations).* |  |  |  |  |  |  |  |  | *for external drive rotation and storage.* |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  | *Again this is flexible and can be fine-* |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  | *tuned as required.* |  |  |  |  |

**Virus Protection**

At present, Trend Micro Worry Free Business Standard is in place. I am unable to confirm at this point if automatic renewal of its subscription is in place as details concerning the antivirus suite received from Alpha West were sparse. The plan for the new server deployment is to utilise the same suite however its licensing state will be addressed during configuration. My past experience with the product is that renewal isn't wholly automated however it can be configured to notify several parties in advance of the subscription expiring allowing time to have the subscription to be manually extended.

**Firewall deployment**

A hardware firewall is in place at present and appears to be using a rather standard configuration (i.e. Outbound traffic is allowed whilst inbound traffic is disallowed aside from the minimum services required for external connectivity to Exchange and management of the network. This device will be reviewed more thoroughly as part of the project to link the depot and Springhaven to the main office and may be accompanied by additional hardware as part of this project. As Albany Business Telephones are still in the process of quoting for this specific aspect of the project, I am having to speculate regarding the final deployment but the hardware I suspect will be supplied will allow sound firewall coverage.

**Secure passwords**

At present, the group policy in place on the existing server enforces minimum complexity for user passwords but does not force them to expire. This would typically allow users to change their password at their own discretion rather than force them to change them periodically.

The final deployment is at this point flexible. Policies are certainly available to enforce password lifespan and lockout accounts in the event of repeated failed attempts. Generally I find the final configuration is a case of negotiating between parties involved to find a balance between security and usability. If set too lax, the potential for abuse and breaches increases, if set too restrictively and passwords become too unwieldy to manage, other problems can arise (typically an ongoing need to support users who find themselves struggling to remember constantly changing passwords and users developing poor habits such as writing passwords down and storing them near workstations in an unsecure manner).

Business Continuity Plan 2015 Page 18

**Section 3**

**Business Impact Analysis**

*As part of the* [***Business Continuity Plan***](http://www.business.qld.gov.au/business/running/risk-management/business-continuity-planning)*the Shire will undertake a* [***Business Impact***](http://www.business.qld.gov.au/business/running/risk-management/risk-management-plan-business-impact-analysis/conduct-business-impact-anaylsis)[***Analysis***](http://www.business.qld.gov.au/business/running/risk-management/risk-management-plan-business-impact-analysis/conduct-business-impact-anaylsis) *which**will use the information in the Risk Management Plan to assess the**identified risks and impacts in relation to critical activities of the Shire operations and determine basic recovery requirements.*

**Critical Business Activity**

The following table lists the critical business activities that must be performed to ensure Council‘s business continues to operate effectively.

General Risk Area 1

Finance and Accounting

Payroll

Environmental Health

General Risk Area 2

Road construction and maintenance

Public Conveniences

Business Continuity Plan 2015 Page 19

**Business Impact Analysis**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Critical Business Activity** |  |  | **Description** |  |  | **Priority** |  |  | **Impact of loss** |  |  | **RTO** |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  | *(Losses in terms of financial, staffing, loss* |  |  | *(critical period* |  |  |
|  |  |  |  |  |  |  |  |  |  | *of reputation etc.)* |  |  | *before business* |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  | *losses occur)* |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |



|  |  |  |
| --- | --- | --- |
| General Risk Area 1 | All critical activities to manage Council’s key | High |
|  | administrative and governance processes: |  |
|  |  | Finance and Accounting |  |
|  |  | Payroll |  |
|  |  | Environmental Health |  |
|  |  |  |  |

* Staffing numbers will not change 72 hours however there will be an impact on productivity levels as functions are completed manually or resources are redirected to the recovery process
* Continuing payment of permanent and part time Springhaven staff whilst residents accommodated elsewhere and until new building completed – cost of wages v no income from facility.
* The urgent re-establishment of these critical needs may result in Council breaching various statutory and service requirements
* There will be a minor impact on customer services which may temporarily reflect upon Council poorly
* The re-establishment of the service will depend on many alternate suppliers, such as IT and Communication suppliers, electricity and software providers.

Business Continuity Plan 2015 Page 20

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| General Risk Area 2 |  | All critical activities to manage Council’s on |  | High |  |  Re-establishment/incremental costs: |  | 72 hours |
|  |  | ground, | engineering and maintenance |  |  |  | o Machinery at hire rates |  |  |
|  |  | services: |  |  |  | o Public conveniences – no impact |  |  |
|  |  |  |  |  |  Staffing numbers will not change, however |  |  |
|  |  |  Road construction and maintenance |  |  |  |  |  |
|  |  |  |  |  | there will be an impact on productivity |  |  |
|  |  |  | Public conveniences |  |  |  |  |  |
|  |  |  |  |  | levels as functions are completed |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  | manually or resources are redirected to |  |  |
|  |  |  |  |  |  |  | the recovery process |  |  |
|  |  |  |  |  |  |  |  There will be minor impact on customer |  |  |
|  |  |  |  |  |  |  | services which may temporarily reflect |  |  |
|  |  |  |  |  |  |  | upon Council poorly |  |  |
|  |  |  |  |  |  |  |  The urgent re-establishment of these |  |  |
|  |  |  |  |  |  |  | critical needs may result in Council |  |  |
|  |  |  |  |  |  |  | temporarily breaching various statutory |  |  |
|  |  |  |  |  |  |  | and service requirements |  |  |

Business Continuity Plan 2015 Page 21

**Section 4**

**Incident Response Plan**

The following incident response plans present detailed plans to address the highest risk areas identified in the risk management assessment outlined earlier in this plan.

The plans are not exhaustive, as any major incident will require more detailed and potential long term considerations; however the plans below provide a structured response to major incidents that are of the highest threat to service provision and Council operations.

Business Continuity Plan 2015 Page 22

**ROLES AND RESPONSIBILITIES**

**LOSS OF ADMINISTRATION BUILDING**

Types of incidents include fire; flood/storm and earthquake (Refer to Appendix 4 Immediate Response Checklist).

**TASK 1 - Immediate Response**

This task provides the necessary command and control to enable the Shire of

Kojonup’s Incident Response Team to conduct an initial assessment of the disaster and to co-ordinate the Shire’s initial response to the disaster.

Incident Response Team

Team Leader: Chief Executive Officer

Team Members: Manager Corporate Services

Manager Regulatory & Community Services

Manager Works and Services

Risk Management Co-ordinator

Finance/IT Officer

Recovery Procedure

Incident Response Team Leader to undertake the following steps:

* Ensure site has been evacuated and all personnel are accounted for
* Secure site and prevent access
* Contact Emergency Services and Police
* Identify any injuries and render assistance
* Undertake an initial assessment of damage and risks
* Arrange diversion of phone lines to existing Shire mobiles
* Determine time frame to switch to disaster recovery site

Recovery Time Objective

Timeframe for this activity is within 24 hours of the incident

Recovery Location

Primary Site: Town Hall

Secondary site: Shire Depot

Resource requirements

Mobile phones

Other Considerations

1. Liaise with Emergency Services and Police
2. Inform elected members and employees
3. Inform Press and community where possible
4. Inform Local Government Insurance Services

Business Continuity Plan 2015 Page 23

**LOSS OF ADMINISTRATION BUILDING**

**TASK 2 – Commence operations from Disaster Recovery Site**

This task provides the necessary steps to commence core Shire operations from the Disaster Recovery site and commence the planning for restoration of services in the short and longer term.

Incident Response Team

Team Leader: Chief Executive Officer

Team Members: Manager Corporate Services

Manager Regulatory & Community Services

Manager Works and Services

Risk Management Co-ordinator

Finance/IT Officer

Recovery Procedure

Undertake the following steps:

* Establish the disaster recovery site – **Manager Corporate Services**

o Layout workspace utilising tables and chairs from the Town Hall

1. Source telephones and establish communications and redirect calls to landline
	1. Allocate staff to customer service and disaster recovery assistance
	2. Liaise with other Incident Response Team members to determine items to be immediately replaced and what is recoverable.
	3. Contact IT Vision, Shire’s IT supplier, stationery supplier
	4. Recover backup disks from external site
	5. Recover software stored offsite
	6. Cancel all forward bookings of the Town Hall.
* Assess damage and undertaken salvage operations – **CEO, MWS,MRCS**
	1. Undertake initial assessment of salvageable materials, items and records, etc.
	2. Contact staff to remove items to the salvage site (Town Hall or Depot)
* Co-ordinate all communications, media and elected members, Local Government insurers and general co-ordination of recovery process **–** **CEO**
	1. Liaise with Shire President to issue a media statement

o Co-ordinate meetings of Incident Response team o Authorise all immediate purchasing requirements o Liaise with Shire’s insurers.

Recovery Time Objective

It is the aim of the Recovery Plan to achieve this task within 72 hours.

Resource Requirements

* Office furniture and stationery
* Administration and Works staff
* IT hardware and software
* Communications (land line and internet)

Business Continuity Plan 2015 Page 24

**LOSS OF ADMINISTRATION BUILDING**

**TASK 3 – Assess damage and prepare medium term Recovery Plans**

This task provides the necessary steps to commence planning for medium term operations from the Disaster Recovery Site.

Incident Response Team

Team Leader: Chief Executive Officer

Team Members: Manager Corporate Services

Manager Regulatory & Community Services

Manager Works and Services

Risk Management Co-ordinator

Finance/IT Officer

Recovery Procedure

Undertake the following steps:

* Establish the disaster recovery site for full operations in the medium to

longer term – **Manager Corporate Services** o Recover data to pre disaster state o Bring all records up to date

o Contact all necessary persons to inform of incident, expected delays

and seek documentation where necessary

o Establish necessary equipment and infrastructure requirements to provide full operations from recovery site including demountable buildings and other office accommodation.

* Finalise damage assessment and commence planning for re-establishing

services through full or partial rebuild – **CEO, MWS,MRCS**

o Undertake assessment of building and determine action to fully or partially rebuild and make recommendation to Council.

* Co-ordinate all communications, media and elected members, Local

Government insurers and general co-ordination of recovery process – **CEO** o Oversee assessment and recovery

o Co-ordinate meetings of Incident Response Team

o Oversee planning for medium term operation from Disaster Recovery Site (6-12 months)

Recovery Time Objective 4 weeks

Resource Requirements

* IT contractors
* Additional infrastructure as identified
* Contractors to clean up disaster site

Business Continuity Plan 2015 Page 25

**LOSS OF ADMINISTRATION BUILDING**

**TASK 4 – Long term Recovery Plan and relocation to permanent Shire office building**

This task provides the necessary steps to finalise planning, rebuilding and recommencement of operation from the permanent Shire office building.

Incident Response Team

Team Leader: Chief Executive Officer

Team Members: Manager Corporate Services

Manager Regulatory & Community Services

Manager Works and Services

Shire President

Finance/IT Officer

Recovery Procedure

Undertake the following steps: **CEO**

* Establish working party to:

o Review operations for location of new premises o Undertake design and tendering processes

o Oversee construction of new premises

* 1. Oversee commissioning of new premises
* Present review findings to Council for decision
* Appoint architect, exterior and interior designers, engineers and other necessary assistance to design, specify and document new premises
* Issue tenders, appoint contractor and commence construction
* Commission new premises and commence operations from new building.

Recovery Time Objective

From the commencement of this task, after 4 weeks from the incident, it is the target to have all Shire functions permanently operation from the rebuilt Shire office in 12 months.

Resource Requirements

* Planning assistance
* Consultants/architects
* Contractors

Business Continuity Plan 2015 Page 26

**COMPLETE IT HARDWARE FAILURE**

This task provides the necessary steps to recover the Shire’s IT system as a result of complete failure resulting in replacement of the IT system (Refer to Appendix 4 Immediate Response Checklist).

Incident Response Team

Team Leader: Chief Executive Officer

Team Members: Manager Corporate Services

Risk Management Co-ordinator

Finance/IT Officer

IT Consultant

Recovery Procedure

Undertake the following steps:

* Assess severity of outage through the shire’s IT provider and determine likely outage time
* Seek quotations and place orders for replacement components
* Contact Shire’s insurers and Police if necessary
* Inform Council, community and business contacts (i.e. banks, creditors and contractors) of potential delays in providing services
* Set up and install new hardware. Install all software and restore from backups
* Reconcile and rebuild all data.

Recovery Time Objective 2 weeks

Resource requirements

IT suppliers (hardware/software, Synergy, Licensing, etc.)

Business Continuity Plan 2015 Page 27

**LOSS OF DEPOT BUILDINGS**

Types of incidents include fire, flood/storm and earthquake (Refer to Appendix 4 Immediate Response Checklist).

**TASK 1 - Immediate Response**

This task provides the necessary command and control to enable the Shire of Kojonup’s Incident Response Team to conduct an initial assessment of the disaster and to co-ordinate the Shire’s initial response to the disaster.

Incident Response Team

Team Leader: Chief Executive Officer

Team Members: Manager Corporate Services

Manager Regulatory & Community Services

Manager Works and Services

Risk Management Co-ordinator

Finance/IT Officer

Recovery Procedure

Undertake the following steps:

* Ensure site has been evacuated and all personnel are accounted for
* Secure site and prevent access
* Contact Emergency Services and Police
* Identify any injuries and render assistance
* Engage Incident Response Team
* Undertake an initial assessment of damage and risks
* Team Leader determines time frame to switch to Disaster Recovery site
* Arrange diversion of phone lines to existing Shire mobiles

Recovery Time Objective

Timeframe for this activity is within 1 hour of being called by the Incident Response Team Leader.

Recovery Location

Shire Administration offices

Resource requirements

Mobile phones

Other Considerations

1. Secure the affected area as necessary
2. Restrict access to the building/site
3. Liaise with Emergency Services and Police
4. Inform Local Government Insurance services
5. Inform Elected Members, employees
6. Liaise with Shire President to make a press release.

Business Continuity Plan 2015 Page 28

**LOSS OF DEPOT BUILDINGS**

**TASK 2 – Commence operations from Disaster Recovery Site**

This task provides the necessary steps to commence core Shire operations from the Disaster Recovery site and commence the planning for restoration of services in the short and longer term.

Incident Response Team

Team Leader: Chief Executive Officer

Team Members: Manager Corporate Services

Manager Regulatory & Community Services

Manager Works and Services

Risk Management Co-ordinator

Finance/IT Officer

Disaster Recovery Site:

Primary site: If Depot site can be utilised, Shire Depot site.

Secondary site: Town Hall

Recovery Procedure

Undertake the following steps:

* Establish the disaster recovery site – **Manager Works & Services**
1. Establish appropriate temporary depot site on land adjacent to the current depot

o Administration function to resume from Shire office

o Liaise with other Incident Response Team members to determine items to be immediately replaced and what is recoverable.

 Assess damage and undertaken salvage operations –**MWS,MRCS**

o Undertake initial assessment of salvageable materials, items and records, etc.

* 1. Engage staff to remove items to the salvage site (Town Hall)
* Co-ordinate all communications, media and elected members, Local Government insurers and general co-ordination of recovery process – **CEO**
	1. Liaise with Shire President to issue a media statement

o Oversee assessment and recovery

o Co-ordinate meetings of Incident Response team o Authorise all immediate purchasing requirements o Liaise with Shire’s insurers.

Recovery Time Objective

It is the aim of the Recovery Plan to achieve this task within 72 hours.

Resource Requirements

* Office furniture and stationery
* Administration and Works staff
* IT hardware and software
* Communications (land line and internet)

Business Continuity Plan 2015 Page 29

**LOSS OF DEPOT BUILDINGS**

**TASK 3 – Assess damage and prepare medium term recovery plans**

This task provides the necessary steps to commence planning for medium term operations from the Disaster Recovery Site.

Incident Response Team

Team Leader: Chief Executive Officer

Team Members: Manager Corporate Services

Manager Regulatory & Community Services

Manager Works and Services

Risk Management Co-ordinator

Finance/IT Officer

Recovery Procedure

Undertake the following steps:

* Establish the disaster recovery site for full operations in the medium to

longer term – **Manager Works & Services, Finance/IT Officer**

o Establish appropriate temporary depot site on land adjacent to the

current depot

o Administration function to resume from Shire office (or alternate

site)

o Contact all necessary persons to inform of incident, expected delays and seek documentation where necessary

o Liaise with CEO to establish necessary equipment and infrastructure requirements to provide full operations from recovery site.

* Finalise damage assessment and commence planning for re-establishing

services through full or partial rebuild –**MWS,MRCS**

o Undertake assessment of building and determine action to fully or partially rebuild and make recommendation to Council.

* Co-ordinate all communications, media and elected members, Local

Government insurers and general co-ordination of recovery process – **CEO** o Oversee assessment and recovery

o Co-ordinate meetings of Incident Response Team

o Oversee planning for medium term operation from Disaster Recovery Site (6-12 months)

Recovery Time Objective 4 weeks

Resource Requirements

* IT contractors
* Additional infrastructure as identified
* Contractors to clean up disaster site

Business Continuity Plan 2015 Page 30

**LOSS OF DEPOT BUILDINGS**

**TASK 4 – Long term Recovery Plan and relocation to permanent Shire Depot building**

This task provides the necessary steps to finalise planning, rebuilding and recommencement of operation from the permanent Shire Depot building.

Incident Response Team

Team Leader: Chief Executive Officer

Team Members: Working Party appointed by Council

Recovery Procedure

Undertake the following steps: **CEO, MWS**

* Establish working party to:

o Review operations for location of new premises o Undertake design and tendering processes

o Oversee construction of new premises

* 1. Oversee commissioning of new premises
* Present review findings to Council for decision
* Appoint architect, exterior and interior designers, engineers and other necessary assistance to design, specify and document new premises
* Issue tenders, appoint contractor and commence construction
* Commission new premises and commence operations from new building.

Recovery Time Objective

From the commencement of this task, after 4 weeks from the incident, it is the target to have all Shire functions permanently operating from the rebuilt Shire Depot in 12 months.

Resource Requirements

* Planning assistance
* Consultants/architects
* Contractors

Business Continuity Plan 2015 Page 31

**LOSS OF SPRINGHAVEN LODGE**

Types of incidents include fire, flood/storm and earthquake (Refer to Appendix 4 Immediate Response Checklist).

**TASK 1 - Immediate Response**

This task provides the necessary command and control to enable the Shire of Kojonup’s Incident Response Team to conduct an initial assessment of the disaster and to co-ordinate the Shire’s initial response to the disaster.

Incident Response Team

Team Leader: Chief Executive Officer

Team Members: Manager Aged Care Services

Manager Corporate Services

Manager Regulatory & Community Services

Manager Works and Services

Risk Management Co-ordinator

Finance/IT Officer

Recovery Procedure

Incident Response Team Leader to undertake the following steps:

* Ensure site has been evacuated and all personnel and residents are accounted for
* Transfer of residents to Kojonup Hospital/alternative site in the interim
* Secure site and prevent access
* Contact Emergency Services and Police
* Identify any injuries and render assistance
* Undertake an initial assessment of damage and risks
* Arrange diversion of phone lines to existing Shire mobiles
* Determine time frame to switch to disaster recovery site

Recovery Time Objective

Timeframe for this activity is within 24 hours of the incident

Recovery Location

Primary Site: Kojonup Hospital

Secondary site: Katanning Hospital/Nursing facilities

Resource requirements

Mobile phones

Other Considerations

1. Liaise with Emergency Services and Police
2. Inform families of residents
3. Inform elected members and employees
4. Inform Press and community where possible
5. Inform Local Government Insurance Services

Business Continuity Plan 2015 Page 32

**LOSS OF SPRINGHAVEN LODGE**

**TASK 2 – Commence operations from Disaster Recovery Site and Relocate residents**

This task provides the necessary steps to accommodate residents to other hospitals or nursing home facilities and commence the planning for restoration of services in the short and longer term.

Incident Response Team

Team Leader: Chief Executive Officer

Team Members: Manager Aged Care Services

Manager Corporate Services

Manager Regulatory & Community Services

Manager Works and Services

Risk Management Co-ordinator

Finance/IT Officer

Recovery Procedure

Undertake the following steps:

* Establish facilities to transfer residents from Kojonup hospital/alternative site if required
* Establish the disaster recovery site – **Manager Aged Care Services**
1. Source telephones and establish communications and redirect calls to landline
	1. Allocate staff to customer service and disaster recovery assistance
	2. Liaise with other Incident Response Team members to determine items to be immediately replaced and what is recoverable.
* Assess damage and undertaken salvage operations – **CEO,**

**MACS,MWS,MRCS**

* 1. Undertake initial assessment of salvageable materials, items and records, etc.
	2. Contact staff to remove items to the salvage site (Town Hall or Depot)
* Co-ordinate all communications, media and elected members, Local Government insurers and general co-ordination of recovery process **–** **CEO**
	1. Liaise with Shire President to issue a media statement

o Co-ordinate meetings of Incident Response team o Authorise all immediate purchasing requirements o Liaise with Shire’s insurers.

Recovery Time Objective

It is the aim of the Recovery Plan to achieve this task within 72 hours.

Resource Requirements

* Office furniture and stationery
* Administration and Works staff
* IT hardware and software
* Communications (land line and internet)

Business Continuity Plan 2015 Page 33

**LOSS OF SPRINGHAVEN LODGE**

**TASK 3 – Assess damage and prepare medium term Recovery Plans**

This task provides the necessary steps to commence planning for medium term operations from the Disaster Recovery Site.

Incident Response Team

Team Leader: Chief Executive Officer

Team Members: Manager Aged Care Services

Manager Corporate Services

Manager Regulatory & Community Services

Manager Works and Services

Risk Management Co-ordinator

Finance/IT Officer

Recovery Procedure

Undertake the following steps:

* Establish the disaster recovery site for full operations in the medium to

longer term – **Manager Aged Care Services** o Recover data to pre disaster state o Bring all records up to date

o Contact all necessary persons to inform of incident, expected delays

and seek documentation where necessary

o Establish necessary equipment and infrastructure requirements to provide full operations from recovery site including demountable buildings and other office accommodation.

* Finalise damage assessment and commence planning for re-establishing

services through full or partial rebuild – **CEO, MACS,MWS,MRCS**

o Undertake assessment of building and determine action to fully or partially rebuild and make recommendation to Council.

* Co-ordinate all communications, media and elected members, Local Government insurers and general co-ordination of recovery process – **CEO**

o Oversee assessment and recovery

o Co-ordinate meetings of Incident Response Team

o Oversee planning for medium term operation from Disaster Recovery Site (6-12 months)

Recovery Time Objective 4 weeks

Resource Requirements

* IT contractors
* Additional infrastructure as identified
* Contractors to clean up disaster site

Business Continuity Plan 2015 Page 34

**LOSS OF SPRINGHAVEN LODGE**

**TASK 4 – Long term Recovery Plan and relocation to permanent Shire office building**

This task provides the necessary steps to finalise planning, rebuilding and recommencement of operation from the permanent Shire office building.

Incident Response Team

Team Leader: Chief Executive Officer

Team Members: Manager Aged Care Services

Manager Corporate Services

Manager Regulatory & Community Services

Manager Works and Services

Shire President

Finance/IT Officer

Recovery Procedure

Undertake the following steps: **CEO**

* Establish working party to:

o Review operations for location of new premises o Undertake design and tendering processes

o Oversee construction of new premises

* 1. Oversee commissioning of new premises
* Present review findings to Council for decision
* Appoint architect, exterior and interior designers, engineers and other necessary assistance to design, specify and document new premises
* Issue tenders, appoint contractor and commence construction
* Commission new premises and commence operations from new building.

Recovery Time Objective

From the commencement of this task, after 4 weeks from the incident, it is the target to have all Shire functions permanently operation from the rebuilt Springhaven Lodge in 12 months.

Resource Requirements

* Planning assistance
* Consultants/architects
* Contractors

Business Continuity Plan 2015 Page 35

**Evacuation Procedures**

Relevant procedures and plans are developed, displayed and practiced in accordance with Council’s OSH policy and procedures.

**Emergency kit**

If there, is damage to the Administration building or if it must be evacuated and operations need to be moved to the Disaster Recovery Site, the emergency kit can be picked-up and quickly and easily carried off-site.

Those items and documents included in the emergency kit are:

**Documents:**

* Business Continuity Plan incorporating key contact lists.
* Building site plan (this could help in a salvage effort), including location of gas, electricity and water shut off points.
* Evacuation plan.
* Latest stock and equipment inventory.
* Sufficient records to undertake manual transaction processing (i.e. creditors, contractors, banks, etc.)
* Procedure manuals
* Instructions for the diversion of telephone lines
* Headed stationery and company seals and documents.

**Equipment:**

* Spare keys/security codes.
* Message pads and flip chart.
* Marker pens (for temporary signs).
* General stationery (pens, paper, etc).

Business Continuity Plan 2015 Page 36

**Rehearse, Maintain and Review**

It is critical that the plan is rehearsed to ensure that it remains relevant and useful. This may be done as part of a training exercise and is a key factor in the successful implementation of the plan during an emergency.

The Shire must also ensure that they regularly review and update the plan to maintain accuracy and reflect any changes inside or outside the business.

The following points may help:

* A training schedule must be prepared for all people who may be involved in an emergency at the site.
* Pay attention to staff changes.
* It is best to use staff titles rather than names.
* If you change your organisational structure or suppliers/contractors this must be amended in your plan.
* After an event it is important to review the performance of the plan, highlighting what was handled well and what could be improved upon next time.
* Upload Business Continuity Plan to all mobile devices under Docs on Tap.

Business Continuity Plan 2015 Page 37

**APPENDIX ONE**

**Key Contact Sheet**

***Contact List – Internal***

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Person** |  |  | **Position** |  |  | **Mobile Number** |  |  | **Responsibilities** |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | Rick Mitchell-Collins |  |  | Chief Executive Officer |  |  | 0419903363 |  |  | IR Team Leader |  |
|  | Anthony Middleton |  |  | Manager Corporate Services |  |  | 0434019990 |  |  | IR Team Member |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | Mort Wignall |  |  | Manager Regulatory & |  |  | 0429377349 |  |  | IR Team Member |  |
|  |  |  |  | Community Services |  |  |  |  |  |  |  |
|  | Craig McVee |  |  | Manager Works & Services |  |  | 0427427854 |  |  | IR Team Member |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | Susan Northover |  |  | Manager Aged Care Services |  |  | 0417994608 |  |  | IR Team Member |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | Michelle Dennis |  |  | Risk Co-ordinator |  |  | 0407440124 |  |  | IR Team Member |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | Brodie Hueppauff |  |  | Finance/IT Officer |  |  | N/A |  |  | IR Team Member |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | Ronnie Fleay |  |  | Shire President |  |  | 0407990693 |  |  | Shire President |  |

***Contact List – External***

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Key contacts** |  | **Contact number/s** |
|  |  |  |  |
|  | Police |  | 000 |
|  |  |  |
|  |  |  |  |
|  | Emergency Services |  | 000 |
|  |  |  |
|  |  |  |  |
|  | Ambulance |  | 000 |
|  |  |  |
|  |  |  |  |
|  | Hospital |  | 9831 2222 |
|  |  |  |
|  |  |  |  |
|  | Security |  | ABA Albany |
|  |  |  |
|  |  |  |  |
|  | Insurance company |  | LGIS – David Wood – 9483 8888 |
|  |  |  |
|  |  |  |  |
|  | Suppliers |  |  |
|  |  |  |  |
|  | Water and Sewerage |  | 9420 3386 |
|  |  |  |
|  |  |  |  |
|  | Gas |  |  |
|  |  |  |  |
|  | Electricity |  | 131351 |
|  |  |  |
|  |  |  |  |
|  | Telephone |  | Telstra – Scott Walsh – 9726 7323 |
|  |  |  |
|  |  |  |  |
|  | Internet services provider – Westnet |  | 1300 786 068 |
|  |  |  |  |
|  | Internet services provider – IT Vision |  | 9315 7000 |
|  |  |  |  |
|  | Local Government Association |  | 9213 2000 |
|  |  |  |  |
|  | ABC Radio Great Southern |  | 9842 4011 |
|  | Southern Cross TV |  | 9842 2783 |
|  |  |  |  |

Business Continuity Plan 2015 Page 38

**APPENDIX TWO**

**Event Log**

The Event Log is to be used to record information, decision and actions in the period immediately following the critical event or incident.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Date** | **Time** | **Information / Decisions / Actions** | **Initials** |  |
|  |  |  |  |  |  |  |
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Business Continuity Plan 2015 Page 39

**APPENDIX THREE**

**Maintain and Review**

The plan will be amended as required to ensure any new threats, staffing and member changes or any other factors that arise that will require the reviewing of the plan.

The Senior Management Team will be charged with practicing and reviewing the plan on a periodic basis.

|  |  |  |
| --- | --- | --- |
| **Review Date** | **Reason for Review** | **Changes Made** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**Action Plan for implementation**

|  |  |  |
| --- | --- | --- |
| **Action** | **Responsible Officer** | **Timeframe** |
| Commence planning and undertake test | CEO & Risk management Co- |  |
| of documented incident plans | Ordinator |  |
| Review document as a result of test and | CEO & Risk management Co- |  |
| in preparation for Council | Ordinator |  |
| Investigate and document the procedure | Finance/IT Officer |  |
| to divert Shire land lines to mobile phone |  |  |
| (existing and destroyed) |  |  |
| Prepare Emergency Kit as identified in this | Senior Finance Officer |  |
| Plan |  |  |
| Investigate contractual requirements for | Manager Works & Services |  |
| radio failure and alternative contingency | Finance/IT Officer |  |
| plans for methods of communications for |  |  |
| works staff |  |  |

Business Continuity Plan 2015 Page 40

**APPENDIX FOUR**

**Immediate Response Checklist**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **INCIDENT RESPONSE** |  |  | **√** |  |  | **ACTIONS TAKEN** |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  | Have you: |  |  |  |  |  |  |  |
|  |  assessed the severity of the incident? |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  evacuated the site if necessary? |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  | accounted for everyone? |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  identified any injuries to persons? |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  | contacted Emergency Services? |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  implemented your Incident Response Plan? |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  started an Event Log? |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  activated staff members and resources? |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  | appointed a spokesperson? |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  gained more information as a priority? |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  briefed team members on incident? |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  allocated specific roles and responsibilities? |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  | identified any damage? |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  identified critical activities that have been |  |  |  |  |  |  |  |
|  |  | disrupted? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  | kept staff informed? |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  | contacted key stakeholders? |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  understood and complied with any regulatory/ |  |  |  |  |  |  |  |
|  |  | compliance requirements? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  initiated media/public relations response? |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |

Business Continuity Plan 2015 Page 41

**APPENDIX FIVE**

**Incident Recovery Checklist**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **INCIDENT RESPONSE** |  |  | √ |  | **ACTIONS** |
|  |  |  |  |  |  |  |  |  |
|  | Now that the crisis is over have you: |  |  |  |  |  |
|  |  refocused efforts towards recovery? |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  | deactivated staff members and resources as |  |  |  |  |  |
|  |  | necessary? |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  | continued to gather information about the |  |  |  |  |  |
|  |  | situation as if effects you? |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  assessed your current financial position? |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  reviewed | cash requirements to restore |  |  |  |  |  |
|  |  | operations? |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  contacted your insurance broker/company? |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  | developed financial goals and timeframes for |  |  |  |  |  |
|  |  | recovery? |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  | kept staff informed? |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  kept key stakeholders informed? |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  identified | information requirements and |  |  |  |  |  |
|  |  | sourced the information? |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  set priorities and recovery options? |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  updated the Recovery Plan? |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  | captured lessons learnt from your individual, |  |  |  |  |  |
|  |  | team and business recovery? |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |

Business Continuity Plan 2015 Page 42

**APPENDIX SIX**

**Recovery contacts**

*Include all of the organisations/people that will be essential to the recovery of your business.*

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Contact Type** |  |  | **Organisation Name** |  |  | **Contact** |  |  | **Title** |  |  | **Phone/Mobile number** |  |
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|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | **Insurance** |  |  | **LGIS** |  |  | **D Smith** |  |  | **Claims Advisor** |  |  | **0400 000 000** |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | **Telephone** |  |  | **Telstra** |  |  | **Scott Walsh** |  |  |  |  |  | **9726 7323** |  |  |
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|  |  | **Bank/building society** |  |  | **National Australia Bank** |  |  | **Matteo Libera** |  |  | **Manager** |  |  | **9831 2700** |  |  |
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|  |  | **Electricity** |  |  | **Western Power** |  |  |  |  |  |  |  |  | **131351** |  |  |
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|  |  | **Accountant – Auditor/IP** |  |  | **Haines Norton** |  |  |  |  |  |  |  |  | **9444 3400** |  |  |
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|  |  | **Accountant (Auditor)** |  |  | **Lincoln’s** |  |  | **Russell Harrison** |  |  |  |  |  | **9841 1200** |  |  |
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|  |  | **Lawyer** |  |  | **Cann Legal** |  |  |  |  |  |  |  |  | **9444 3400** |  |  |
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|  |  | **Internet Services Provider** |  |  | **Westnet** |  |  |  |  |  |  |  |  | **1300 786 068** |  |  |
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Business Continuity Plan 2015 Page 43

**APPENDIX SEVEN**

**Training schedule**

|  |  |  |
| --- | --- | --- |
| **Training Date** | **Training type** | **Comments** |
|  |  |  |
|  | Evacuation drill | All personnel evacuated and accounted |
|  |  | for within acceptable timeframe. |
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**Review schedule**

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| --- | --- | --- | --- | --- |
|  | **Review date** | **Reason for review** | **Changes made** |  |
|  |  |  |  |  |
|  |  | New personnel in new | Plan updated to reflect changes to roles |
|  |  | roles | and responsibilities |
|  |  |  |  |  |
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Business Continuity Plan 2015 Page 44