

Shire of Cunderdin



Business Continuity Plan (BCP)

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Distribution List

<i>Distribution List</i>	
<i>Organisation</i>	<i>Number of Copies</i>
Shire President (Shire of Cunderdin)	1
Chief Executive Officer (Shire of Cunderdin)	1
Deputy Chief Executive Officer (Shire of Cunderdin)	1
Shire Councillors (Shire of Cunderdin)	8
LEMC Members (Shire of Cunderdin)	14
OIC (Cunderdin WAPOL)	1
Cunderdin Police Station	1
St John Ambulance	1
Cunderdin District High School	1
Cunderdin Community Resource Centre	1
Cunderdin District Hospital	1

Amendment Record

<i>Number</i>	<i>Date</i>	<i>Amendment Details</i>	<i>By</i>
1	05 th October 2016	First Draft	DB
2	13 October 2016	Adopted by Council	PN
3			
4			
5			
6			
7			
8			
9			

Introduction/Background

The Shire of Cunderdin recognises that some events may exceed the capacity of routine management methods and structure. The Business Continuity Management Framework works to produce the Business Continuity Plan in order 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. The framework underpins and provides all extenuating data for the creation of the Business Continuity Plan and the following document is an integral part of the process prescribed within the framework.

Business Continuity Planning (BCP) is the creation of a strategy through the recognition of threats and risks facing an organisation with a specific aim to ensure that personnel and assets are protected and able to function in the event of a disaster. Business Continuity Planning involves defining potential risks, determining how those risks will affect operations, implementing treatment options designed to mitigate those risks, testing those procedures to ensure that they work, and periodically reviewing the process to make sure that it is up to date.

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.

This Business Continuity Plan is the outcome of a rigorous Risk Assessment Process completed using the AS/NZS ISO 31000:2009 standardisation. It is specifically designed for the Shire of Cunderdin's Core Business Areas, each business area designated is affected by various Risks and Hazards that are unavoidable within the Shire; it is noted that while treatment options are available there is never a 'Sure Fire' or 'Quick Fix' for these risks and that contingency and continuity planning will be required at stages defined by an incident.

Business Continuity Plan (BCP)

Executive Summary

This plan was designed and produced using a robust Business Continuity Management Framework and contains information pertinent to the Shire of Cunderdin's ability to maintain business continuity. The primary aim of this document is to prepare the Shire of Cunderdin in the case of a catastrophic business failure due a variety of reasons. The plan outlays response and recovery options as well as the responsibilities of the activating parties.

The initial permutation of this document consisted of the Business Continuity Management Framework only without the additional plans and procedures; this document proved both difficult to read and unusable in context to the layman.

After initial testing and feedback this version of the Business Continuity Plan was established. It contains a broad outline of the core areas of business within the Shire of Cunderdin and applies trigger points to plans established by the Risk Assessments conducted within the Framework.

This plan is designed to be read in conjunction with the framework and as mentioned above details plans for response and recovery after a failure in terms of business. It has been designed to be used by the Staff within the Shire and has been accordingly written.

Objectives

The aim of this plan is to provide an effective procedure that equips Council to:

- Ensure services that are critical to our strategic objectives continue despite the occurrence of a potentially disruptive event.
- Stabilise the effects of a disruptive event and return to normal operations as quickly as possible.
- Minimise financial effects and impacts on service delivery targets in the event of a disruption.
- Protect Council's assets and reputation through the development of organisational resilience.
- Capitalise on opportunities created by the disruptive event.

Section 1 - Administration and Governance Processes

Administration Processes can be described as the underpinning authority in the management and production capability of the Local Government. It consists of processes and items that are intrinsic to the successful management of the Shire. Governance is the ability to both create and maintain a system of laws, policies and procedures directly affecting constituents of the Local Government in particular the Shire of Cunderdin.

MAO Timeframe

This service has been assessed using the criteria found in the document 'Shire of Cunderdin, Business Continuity Management Framework' and designated as **MAO Timeframe Critical 1 Business Day or Less**.

Trigger Points

The trigger points for the activation of this plan is based in the Risk Assessment Process and described in the Framework as 'All Hazard or Worst Case Scenario' these consist of:

- Loss of access to Building, Infrastructure or Machinery or part there of
- Loss of access to ICT inclusive of hardware or software or part there of
- Significant number of Staff unavailable
- Combination of the above events

Response

The following incident response plans present detailed plans to address the each of these risk areas as identified in the risk management assessment outlined in the BCM Framework.

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.

Loss of access to Building, Infrastructure or Machinery or part there of

Causes include natural or man-made disasters, threats or criminal activity. This task provides the necessary steps to assess and recover from a loss of the Shire of Cunderdin Administration Facilities

Task One - Immediate Response

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

- Chief Executive Officer
- Manager Works and Services
- Community Emergency Services Manger

Recovery Procedure:

Incident Response Team 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 Recovery Location

Recovery Time Objective

Timeframe for this activity is within 3 hours of the incident

Recovery Location

- Primary Site -Town Hall

- Secondary site – Cunderdin Recreation Centre

Resource requirements

- ICT

Other Considerations:

- Liaise with Emergency Services and Police
- Inform Council and employees
- Inform Local Community where possible
- Inform Local Government Insurance Services

Task Two - Commence operations from Recovery Location

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

Recovery Procedure

Undertake the following steps:

- Establish the Recovery Location
- Layout workspace utilising tables and chairs from the Town Hall
- Source telephones and establish communications and redirect calls to Mobile Telephones
- Allocate staff as applicable
- Liaise with other Incident Response Team members to determine items to be immediately replaced and what is recoverable.
- Contact ICT supplier
- Recover backups
- Recover software where appropriate
- Assess damage and undertaken salvage operations
 - Undertake initial assessment of salvageable materials, items and records if applicable
 - Contact staff to remove items to a salvage site
- Co-ordinate all communications, media and elected members, Local Government insurers and general co-ordination of recovery process
 - Liaise with Shire President to issue a media statement

Recovery Time Objective

Timeframe to achieve this task within 8 hours of the incident.

Resource Requirements

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

Task Three - Assess damage and prepare Long Term Recovery Plans

This task provides the necessary steps to commence planning for Long Term Operations from the Disaster Recovery Site.

Recovery Procedure

Undertake the following steps:

- Establish the disaster recovery site for full operations use in the long term
- Recover data to pre disaster state
- Bring all records up to date
- Contact all necessary persons to inform of incident, expected delays and seek documentation where necessary including demountable buildings and other office accommodation.

- 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 of Administration Centre
- Co-ordinate all communications, media and elected members, Local Government insurers and general co-ordination of recovery process
- Oversee assessment and recovery

Recovery Time Objective

Timeframe for this activity is within 24 hours of the incident

Resource Requirements

- IT contractors
- Additional infrastructure as identified
- Contractors to clean up disaster site (if applicable)

Loss of access to ICT inclusive of hardware or software or part there of

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

Incident Response Team

- Chief Executive Officer
- Deputy Chief Executive 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

Timeframe for this activity is within 24 hours of the incident

Resource requirements

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

Significant number of Staff unavailable

This task provides necessary steps to recover in the case of a significant number of staff being unavailable to work due to a variety of reasons

Incident Response Team

- Chief Executive Officer
- Deputy Chief Executive Officer
- Manager Works and Services

Recovery Procedure

Undertake the following steps:

- Assess the severity of staff shortage
- Rearrange existing staff to cover the shortage areas
- Inform Council, community and business contacts (i.e. banks, creditors and contractors) of potential delays

in providing services

- Request trained personnel from surrounding Shires if appropriate
- Source staff through recruitment agencies as appropriate

Recovery Time Objective

Timeframe for this activity is within 24 hours of the incident

Resource Requirements

Nil

Section Two - Road/Infrastructure related Maintenance and Construction

This refers to the maintenance, replacement or construction of designated Shire Roads, Streets, Gardens and Parklands.

MAO Timeframe

This service has been assessed using the criteria found in the document 'Shire of Cunderdin, Business Continuity Management Framework' and designated as **MAO Timeframe Major 1 – 3 Business Days**

Trigger Points

The trigger points for the activation of this plan is based in the Risk Assessment Process and described in the Framework as 'All Hazard or Worst Case Scenario' these consist of:

- Loss of access to Building, Infrastructure or Machinery or part there of
- Loss of access to ICT inclusive of hardware or software or part there of
- Significant number of Staff unavailable
- Combination of the above events

Response

The following incident response plans present detailed plans to address the each of these risk areas as identified in the risk management assessment outlined in the BCM Framework.

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.

Loss of access to Building, Infrastructure or Machinery or part there of

Causes include natural or man-made disasters, threats or criminal activity. This task provides the necessary steps to assess and recover from a loss of Depot facilities or essential machinery.

Task One – Depot Loss

This task provides a procedure to follow in regards to the loss of the Shire Depot

Incident Response Team:

- Chief Executive Officer
- Manager Works and Services
- Community Emergency Services Manger

Recovery Procedure:

Incident Response Team 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 Recovery Location
- Prioritise Works Services
- Liaise with other Incident Response Team members to determine items to be immediately replaced and what is recoverable.
- Redirection of Works phone numbers from hard line to mobile

Recovery Time Objective

Timeframe for this activity is within 24 hours of the incident

Recovery Location

- Primary Location - Shire Administration Offices
- Secondary Location - Town Hall

Resource requirements

- Consideration of space for extra staff

Other Considerations:

- Liaise with Emergency Services and Police
- Inform Council and employees
- Inform Local Community where possible
- Inform Local Government Insurance Services

Task Two – Loss of Essential Machinery

This task provides a procedure to follow in regards to the loss of essential machinery for the purposes of Road and Infrastructure related Maintenance and Construction

Incident Response Team:

- Chief Executive Officer
- Manager Works and Services

Recovery Procedure:

Incident Response Team to undertake the following steps:

- Prioritisation of works services
- Hire of appropriate equipment to maintain services
- Request machinery from surrounding Shires as appropriate
- Contact all necessary persons to inform of incident, expected delays and seek documentation where necessary

Recovery Time Objective

Timeframe for this activity is within 72 hours of the incident

Other Considerations:

- Backlog of Works Services
- Priority of Works Services
- Staffing Requirements
- Wait time on new, hired or borrowed Machinery

Loss of access to ICT inclusive of hardware or software or part there of

This task provides the necessary steps to recover a loss of all Works related IT systems as a result of complete failure resulting in replacement of the IT system

Incident Response Team

- Chief Executive Officer
- Manager of Works and Services
- 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 and Community 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

Timeframe for this activity is within 72 hours of the incident

Resource requirements

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

Significant number of Staff unavailable

This task provides necessary steps to recover in the case of a significant number of staff being unavailable to work due to a variety of reasons

Incident Response Team

- Chief Executive Officer
- Deputy Chief Executive Officer
- Manager Works and Services

Recovery Procedure

Undertake the following steps:

- Assess the severity of staff shortage
- Rearrange existing staff to cover the shortage areas
- Inform Council and Community of potential delays in providing services
- Request trained personnel from surrounding Shires if appropriate
- Source staff through recruitment agencies as appropriate
- Prioritise Works Services

Recovery Time Objective

Timeframe for this activity is within 72 hours of the incident

Resource Requirements

Nil

Section Three – Regulatory Services

This refers to all regulatory services within the Shire Community including but not limited to:

- Health Services
- Building Services
- Ranger Services – Inclusive of animal and reptile control
- Surveying Services

MAO Timeframe

This service has been assessed using the criteria found in the document '*Shire of Cunderdin, Business Continuity Management Framework*' and designated as **MAO Timeframe Major 1 – 3 Business Days**

Trigger Points

The trigger points for the activation of this plan is based in the Risk Assessment Process and described in the Framework as 'All Hazard or Worst Case Scenario' these consist of:

- Loss of access to Building, Infrastructure or Machinery or part there of
- Loss of access to ICT inclusive of hardware or software or part there of
- Significant number of Staff unavailable
- Combination of the above events

Response

As Regulatory Services are based out of the Shire Administration Offices Response plans for this service are noted within Section One - Administration and Governance Processes.

Section Four – 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.

This plan is to be reviewed on a quinquennial basis, as needed or after an activation.

Appendices

Appendix	Item
One	Event Log
Two	Immediate Response Checklist
Three	Incident Recovery Checklist
Four	Insurances
Five	Contact List (Internal)
Six	Contact List (External)
Seven	Emergency Kit
Eight	Evacuation Plan

Appendix One – Event Log

Event	Time	Date

(Please note the event log is to include all rehearsals, tests and actual activations of the BCP)

Appendix Two – Immediate Response Checklist

Incident Response	✓	Actions Taken
Severity of Incident assessed?		
Site evacuated? (As applicable)		
All staff accounted for?		
Injuries identified?		
Emergency Services contacted?		
Implemented Response Plan?		
Implemented Event Log?		
Activated Staff and Resources?		
Briefed Incident Response Team?		
Allocated roles and responsibilities?		
Identified damages?		
Identified critical disruptions?		
Staff Informed?		
Stakeholders Contacted?		
Initiated community information?		

Appendix Three – Incident Recovery Checklist

Incident Response	✓	Actions Taken
Severity of Incident assessed?		
Site evacuated? (As applicable)		
All staff accounted for?		
Injuries identified?		
Emergency Services contacted?		
Implemented Response Plan?		
Implemented Event Log?		
Activated Staff and Resources?		
Briefed Incident Response Team?		
Allocated roles and responsibilities?		
Identified damages?		
Identified critical disruptions?		
Staff Informed?		
Stakeholders Contacted?		
Initiated community information?		

Appendix Three – Insurance List

Insurance Type	Policy Coverage	Policy Exclusions	Insurance Company	Last Review Date	Payments Due
Motor Vehicle and Plant	Up to \$30,000,000.00	Nil Basic Excess - \$1000.00	Zurich Australia Insurance Limited	June 2016	Annually
LGIS property	Up to \$600,000,000.00	Nil Standard Excess - \$1000.00	LGIS	June 2016	Annually
Crime	Up to \$250,000.00	Any One Person Standard Excess - \$1000.00	LGIS	June 2016	Annually
Airport Owners and Operators Liability	Up to \$200,000,000.00	War and Terrorism Excess - \$5000.00 Aircraft Damage Excess - \$25,000.00	AIG, OBE and Allianz through JLT Aerospace	June 2016	Annually
Contact Details for all Insurances consist of: Janey Meek (08) 94838839					

Appendix Five– Contact Lists (Internal)

Name	Position	Telephone	Email
Peter Naylor	Chief Executive Officer	0458 351 008	ceo@cunderdin.wa.gov.au
Paul Godfrey	Deputy Chief Executive Officer	0448 049 584	dceo@cunderdin.wa.gov.au
Ian Bartlett	Works Manager	0409 686 389	wm@cunderdin.wa.gov.au
Garry Roulston	Leading Hand (Construction)	0428 721 109	N/A
Daniel Birleson	Community Emergency Services Manager	0448 008 653	daniel.birleson@dfes.wa.gov.au
Antoinette Gibson	Administration/Records Officer	0432 600 440	admin@cunderdin.wa.gov.au
Hayley Byrnes	Human Resources, Rates and Finance Officer	0418 347 398	rates@cunderdin.wa.gov.au
Meryl Robertson	Rates and Debtor Officer	0403 694 634	ratesdebtors@cunderdin.wa.gov.au
Kayla James	Community Development Officer	0400 358 187	cdo@cunderdin.wa.gov.au
Michelle Samson	Museum Manager	0477 816 407	museum@cunderdinn.wa.gov.au
Tim Jurmann	Health and Building Surveyor	0448 014 022	building@cunderdin.wa.gov.au
Jacky Jurmann	Planning Officer	0448 009 037	planning@cunderdin.wa.gov.au
Clive Gibsone	Shire President	0409 290 786	dayscape@westnet.com.au
Dennis Whisson	Deputy Shire President	0428 251 314	dennisw16@bigpond.com

Appendix Six – Contact List (External)

Key Contacts	Contact Number/s
WAPOL	000
DFES	000
Ambulance	000
Hospital	(08) 96352222
Insurance Company - LGIS	(08) 94838839
Software Support – IT Vision	1300 042 669
Hardware Support - PCS	(08) 93281000

Appendix Seven – Emergency Kit

Emergency Kit is designed to be taken and transported easily the following items should be included:

Item	Amount
Building site plans including location of gas, electricity and water shut off points. (Hard Copy)	1
Local Emergency Management Arrangements (Hard Copy)	1
Business Continuity Plan	1
Copy of Templates (including templates of printed forms specific to each Unit)	1
Two reams of Council Letterhead	1
Box of envelopes	1
Basic stationery items	1
Spare keys/security codes.	1
Shire Maps	1
First Aid Kit	1

The emergency pack also contains a thumb drive with copies of the above documents saved on it.

Emergency Packs must be collected and updated annually with the plan to ensure contents are current and accurate (eg. Staff list, contact details, phone numbers, and updated templates on thumb drives)

The Kit is located in the Community Emergency Services Managers Office

Appendix Eight – Evacuation Plans

(To be added to hard copy document only)