

Business Continuity Policy

Reference number:	POL 081
Approval date:	27 June 2024
Policy owner:	Manager Corporate Governance & Performance
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Wagga Wagga City Council adopts Business Continuity Management as a core obligation of good governance and utilises the methodology specified in ISO 22301:2019 Business Continuity Management Systems (BCMS).

Council recognises that Business Continuity is an integral part of good management practice and fully supports Business Continuity Management as an important element in its Risk Management Framework.

The purpose of this Policy is to clearly document Council's commitment to implementing, overseeing and continuously improving Business Continuity Management (BCM), recognising the importance of business resilience and long term performance.

This Policy protects the interests of Council and stakeholders by employing a rigorous process to develop a Business Continuity Management System (BCMS) for the effective management and mitigation of potential disruption risks to Council's identified Critical Business Functions and to identify resources and capabilities required to ensure the uninterrupted availability of all key resources necessary to support Council's identified Critical Business Functions during an outage.

Purpose

The Wagga Wagga City Council aims to:

- Maintain the highest possible integrity and continuity for services provided by the Council,
- Safeguard the Council's assets, including people, property and financial resources,
- Plan for the uninterrupted availability of resources so that Council can continue to perform the Critical Business Functions that support its critical objectives,
- Ensure that Council can appropriately deal with any disruption and restore operations as soon as practicable,
- Demonstrate responsible Business Continuity Management processes that align with applicable Australian Standards, accepted best practice standards and methods, and
- Support the accurate and timely provision of information to staff, the community, business partners, stakeholders and other relevant levels of Government during an outage event.

Scope

This policy applies to all areas of Council's operations.

Policy Provisions

Council is committed to investing time, capital, tools and techniques to support BCM as a fully embedded business and risk management process.

Council will:

- manage Business Continuity based upon ISO 22301:2019 Business Continuity Management Systems (BCMS) and other relevant guidelines and standards;
- maintain a BCP for key business processes;
- update its Business Continuity Plan, Emergency Response Plans and Critical Business Function Sub-plans at least annually;
- undertake an annual internal desktop exercise to test targeted critical business function sub-plans, in conjunction with scheduled site-specific emergency response drills; ensure that relevant and appropriate testing of the BCP and critical business function sub-plans is undertaken at least biennially. This testing will be conducted by an independent external provider to provide an objective assessment of the effectiveness of the plans, identify potential gaps, and support continuous improvement in Council's preparedness and response capabilities;
- ensure the accurate and timely provision of information, as it concerns an outage, to staff, the community, business partners, stakeholders and other relevant levels of Government;
- make informed judgements concerning the level of management and costs involved in achieving effective outcomes.

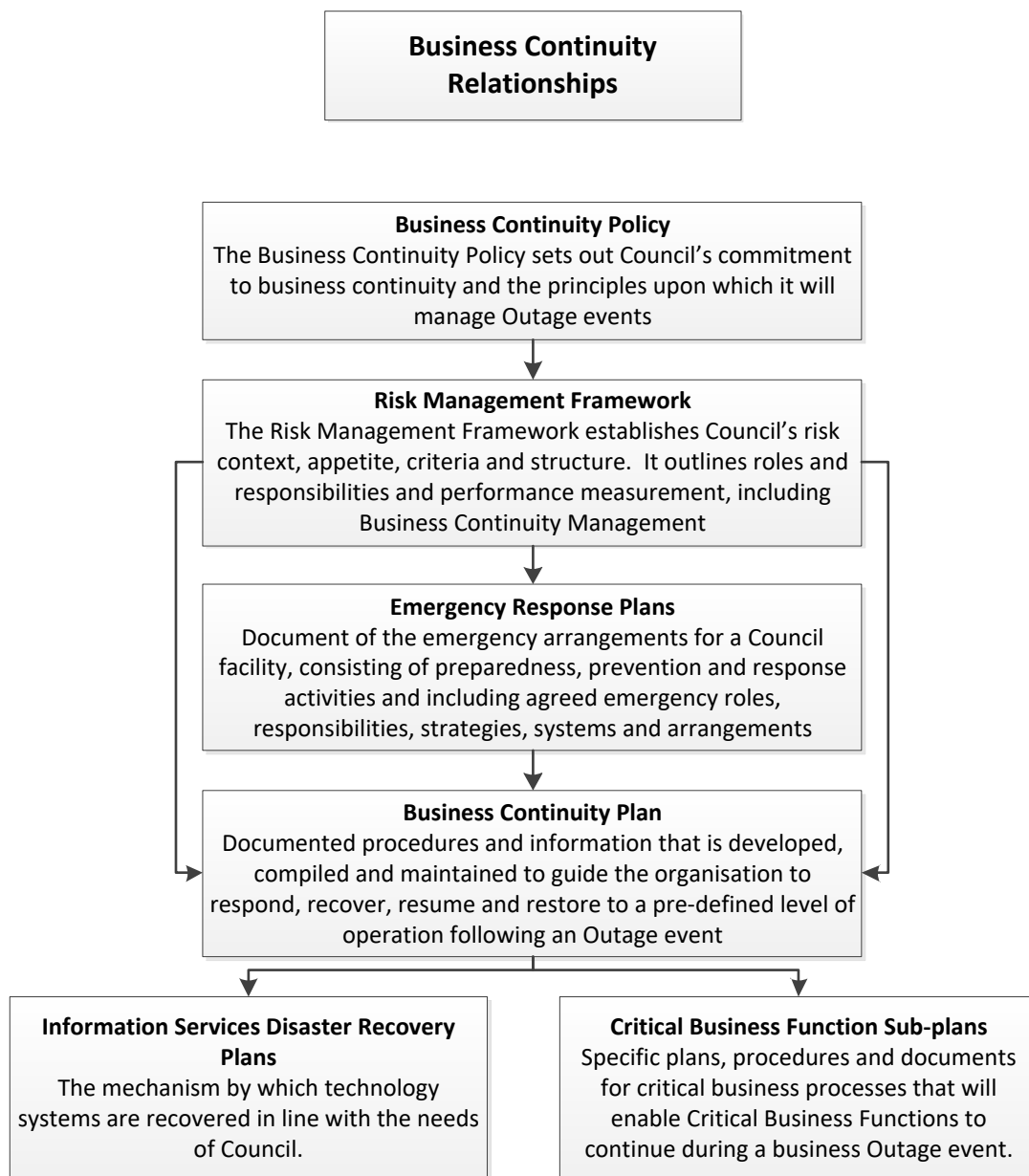
Council recognises the following benefits of Business Continuity Management:

- provides for the continued delivery of critical services to the community;
- effective response to an Outage minimises damage to the organisation;
- enhances Council's ability to proactively identify the consequences of an outage;
- effective management of uninsurable risks, and compliance with insurance policies;
- an opportunity to better understand the organisation – sometimes thereby revealing opportunities to improve efficiency, governance and treatment of other risks;
- remain compliant with relevant legislative and other obligations;
- increases the awareness of the potential for disruption;
- development of general skills as well as specific capacities which facilitate operating in a non-standard mode;
- allows Council to maintain a strong focus on critical functions thereby achieving critical objectives during an outage;

- building resilience that facilitates managing and recovering from an outage event;
- demonstrates to internal and external stakeholders, their dependability and good governance.

Business continuity relationships

This Policy will be implemented through Council's Business Continuity Plan, Emergency Response Plans, Disaster Recovery Plans and Critical Business Function Sub-plans as shown below:



Related Documents

- ISO 22301:2019 Business Continuity Management Systems (BCMS)
- Australian Standard AS-NZS ISO 31000:2018 Risk Management
- Australian Standard AS 3745 – 2010 Planning for Emergencies in Facilities
- Business Continuity Plan
- Emergency Response Plans
- Information Services Disaster Recovery Plan
- Critical Business Function Sub-plans
- Risk Management Framework, including Risk Register

Definitions

Term	Definition
Business Continuity	Capability of the organisation to continue delivery of services and products at acceptable pre-defined levels following a disruptive incident.
Business Continuity Management (BCM)	The development, implementation and maintenance of policies, frameworks and programs to assist an entity manage a business outage. It is the capability that assists in the preventing, preparing for and responding to, managing and recovering from the impacts of an Outage event.
Business Continuity Management System (BCMS)	Intentions and direction of an organisation as formally expressed by the organisation.
Business Continuity Plan (BCP)	Documented procedures and information that is developed, compiled and maintained to guide the organisation to respond, recover, resume and restore to a pre-defined level of operation following an Outage event.
Critical Business Functions	A business function or part thereof identified as essential for the survival of the organisation and achievement of its critical objectives.
Critical Business Function Plan Owner	Position authorised responsibility for the implementation of continuity arrangements of a Critical Business Function in an Outage event.
Critical Business Function Sub-plans	Specific plans, procedures and documents for critical business processes that will enable Critical Business Functions to continue during a business Outage event. These plans include any Information Services Disaster Recovery Plan(s). These plans support the Business Continuity Plan.
Emergency Response Plans	Documents of the emergency arrangements for a facility, consisting of preparedness, prevention and response activities

Term	Definition
	and including agreed emergency roles, responsibilities, strategies, systems and arrangements.
Outage	<p>Situation that might be, or could lead to, a disruption, loss, emergency or crisis.</p> <p>Situation that is beyond the capacity of normal management structures and processes to deal with effectively.</p>

Revision History

This Policy is to be reviewed in accordance with legislative requirements for the term of each Council being every four years or sooner should circumstances change that require revision of the policy.

Revision number	Council resolution	Council meeting date
1	Res No: 11/314.3	12 December 2011
2	Res No: 13/224.1	26 August 2013
3	E-Team	14 April 2015
4	Res No: 17/280	28 August 2017
5	Minor amendments with General Manager approval under delegated authority	27 August 2021
6	Res No: 22/354	17 October 2022
7	Minor amendments with General Manager approval under delegated authority	24 June 2024