

Business Continuity Policy

City Policy

Responsible Directorate: Office of the CEO

Objective: To ensure proper planning and preparation for the continuation of critical service delivery whilst protecting life and assets during any disruptive risk event, with a return to normal service with the least amount of interference possible.

1. Application:

The Business Continuity Policy and any associated frameworks, guidelines and protocols, apply to all elements of the City's operations regardless of location and function.

2. Definitions:

“business continuity management” developing and maintaining plans of action that enable the response to disruptive risk events to allow continuation of critical service delivery with the minimum amount of disruption or impact.

“control strategies” activities implemented that aim to prevent the occurrence of a disruptive risk event or that will mitigate the impact of one should it occur.

“crisis management” planned response to an event that is not disaster or emergency related.

“critical services” services identified as essential for the survival of the organisation following a disruptive risk event.

“disruptive risk event” event that disrupts the ability to provide business as usual services that is sustained and/or noticeably interrupting service.

“emergency management” planned immediate response to disaster situations that threaten life and/or property (assets).

3. Statement:

The City is committed to demonstrating organisational resilience by planning to mitigate risk events that disrupt services. Effective business continuity management helps to prevent and mitigate the severity of potential business interruptions on the City and its stakeholders and fully restore operations in the most efficient manner following an interruption. The City's Business Continuity Program will reflect good practice and sound corporate governance and be consistent with the *AS/NZS 5050:2010 Business continuity – Managing disruption-related risks*.

4. Details:

4.1. Business Continuity Approach

The following applies to the City's approach to business continuity:

- a. The Council, Chief Executive Officer and Directors are committed to ensuring that effective risk management provides the foundation to a comprehensive Business Continuity Program.
- b. The Business Continuity Program seeks to ensure that timely and effective communication takes place to ensure disruption to community services are both communicated and minimised, and where necessary incorporate emergency procedures that protect both life and assets.
- c. Business as usual will be returned to with the least amount of disruption to service possible for any given disruptive risk event.
- d. The Business Continuity Program is integrated into any City arrangements, as required, to allow services to return to normal.

4.2. Business Continuity Management

Support from the Council, Chief Executive Officer and Directors is required to embed business continuity throughout the City.

City plans, frameworks or protocols that are linked to business continuity must be identified along with when and how they are used.

4.3. Risk and Business Impact Analysis

A review of business activities must identify critical services that are required to be maintained, along with determination of acceptable outage times and resources required to return to business as usual. Risk registers must reflect potential disruptive risk events, their causes and proactive control strategies that are part of the Business Continuity Plan, strategic and/or operational risk registers.

4.4. Response Options

Appropriate disruptive risk event response options and associated resource requirements will be presented to the Chief Executive Officer and/or Directors for their approval.

4.5. Response Plans

Plans are developed and maintained as a requirement to respond to a disruptive risk event to maintain business continuity. These plans are part of the processes needed for incident notification and subsequent action taken to ensure delivery of critical services.

4.6. Train, Exercise and Maintain

All employees require an awareness of business continuity and those with specific roles require training on how to fulfil responsibilities. Regular testing exercises (at least annually) are required to provide updates on gaps and improvements. To maintain the program validity, internal reviews of the documented processes will occur regularly (at least every six months) to ensure capture of changing responsibilities and risk issues.

Creation Date: xxx

Amendments: xxx

Related Documentation:

- *City of Joondalup Risk Management Framework*
- *City of Joondalup Business Continuity Plan*
- *City of Joondalup Emergency Management Arrangements*
- *City of Joondalup Information Technology Incident Response and Disaster Recovery Plan*
- *AS/NZS 5050:2010 Business continuity – Managing disruption-related risks*

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