

Wanganui District Council Business Continuity Plan

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References:

- Health and Safety Manual
- Building Evacuation Plan
- Civil Defence Emergency Management Plan
- Wanganui District Council Emergency Response Plan
- Wanganui District Council Y2K contingency plan
- Wanganui District Council Y2K report

PART ONE

Purpose

This plan has been prepared to ensure that the Wanganui District Council continues to effectively manage its business operations in the event of a crisis affecting either the Council's work places or the Wanganui area as a whole. Although the probability of a major emergency is not high, the effects of a significant crisis may seriously impact on the ability of the Council to continue to fulfil its statutory obligations as well as its obligations to the community.

Crisis events

Crisis events fall into two distinct categories:

- Emergencies that effect the Council organisation only, causing **extended interruption of access to either premises or information.**

Scenarios are varied, including prolonged interruption of access to Council's information and data records (electronic or hard copy), prolonged restriction of access to premises, eg during forensic investigations following a criminal act, right through to a seriously damaging fire.

- Community wide emergencies that present us with problems additional to any damage to our own facilities, because of failures of the infrastructure (transport, energy, communications, etc), as well as for Council's specific responsibility for emergency management.

NOTE:

Within this plan the terms "crisis" and "emergency" are seen as having the same meaning, i.e. "an unexpected event that places life (and) or property in danger and requires an immediate response through the use of routine community resources and procedures".

Responsibilities

The Management Team is the sponsor of this business continuity plan, and is ultimately responsible for its implementation and maintenance. The Emergency Manager is responsible for development, co-ordination and review of this plan. This includes project managing all aspects of its on going development and maintenance as listed within the plan.

Activation of the response part of the plan, to take action in an emergency situation, may be jointly authorised by any two members of the Management Team.

Control and Co-ordination Functions

As at 1st November 2005, the following Wanganui District Council staff are responsible for emergency situations.

- Local Controller; the Chief Executive Officer, David Warburton.
- Alternate Controller; the Corporate Planning Manager, Kevin Ross.
- Alternate Controller; the Emergency Manager, Max Benseman.
- Council Continuity Manager –the Chief Financial Officer, Julian Harkness

Basis for the plan

The plan is based on the “normal” information and procedures Council uses each working day. This reduces confusion at a time when the Council organisation may be operating under some stress. It also means that, by minimising special arrangements, the Council’s operations can continue with a minimum of time lost and additional expenditure.

The basic concept of this plan regarding an emergency is that Wanganui District Council is not in the business of merely recovering from an emergency, but is expected to assist other organisations and the community to recover. The mention of emergency recovery raises ideas of damage and the need for its subsequent repair, where the Council recovers back to the state it was in immediately before the emergency. *Business continuity*, however is a much more positive concept, where the Council, despite damage or other loss of functionality or resources, works through the emergency with the intent to be positively stronger when the emergency situation has diminished, recognising the need for normal operating efficiencies.

Plan format

This plan is to be used as a reminder when an emergency occurs. The plan should be seen as a simple ‘umbrella’ document that lists a priority for those functions and/or services that have been identified as essential for Wanganui District Council. The intent is that events follow a logical sequence towards the re-establishment of full services. The information relating to each essential function and service provides an initial starting point for recovery.

Plan Revision

This plan is to be maintained by the Emergency Manager, and must be annually reviewed by the Management Team. The Detail Sheets for essential actions and services are to be reviewed by the appropriate supervisors / managers each October as an integral part of the Council’s Achievement Review process.

Objective

The objective of the business continuity plan is:

“To continue operating Council’s essential functions and services during and following an emergency”.

Aims

To detail the arrangements required for continuing the “business operations” of Wanganui District Council at a time of potential or actual emergency which would otherwise threaten its ability to effectively fulfil its obligations to the community it serves, as well as its statutory requirements.

These arrangements include:

- Listing the control and co-ordination functions.
- Defining the actions to be taken in response to an emergency event.
- Identifying the preparatory tasks and projects to be completed to ensure these response actions are achievable.

Section 61 of the Civil Defence Emergency Management Act 2002, “Duties of local authorities”, states:

“(1) A local authority must plan and provide for civil defence emergency management within its district.

(2) A local authority must ensure that it is able to function to the fullest possible extent, even though this may be at a reduced level, during and after an emergency”.

This plan applies to the Wanganui District Council only and includes the protection of personnel, protection of assets and records, continuity of management, minimisation of losses and recovery time, through to the resumption of normal operations.

Scope

The scope of the plan includes the four main areas of:

- Management functions:
For ensuring that the Wanganui District Council management structure and the main management tasks are continued during an emergency situation.
- Information management issues:
To ensure that the Council has continued access to all the information (electronic and hard copy) needed for all functions to continue operating.

- Essential functions and services - those necessary to ensure continued operation of the Council and provision of service to customers.
- Communication of the situation, to the staff and to the wider public arena.
- Staff Welfare Issues - ensuring that staff are able to continue doing their tasks, taking into account all Health and Safety issues, and their personal needs / lives (families) as well.

Risks

Many Business Continuity Plans list a wide variety of ‘threats’ or possible problems, which may require the activation of a business continuity plan or system. These can include everything from *Avalanches* to *Warfare*, most of which do not apply to the ‘context’ of the organisation and its functions. This plan will focus on the ‘consequences’, or impacts on the Council, without too much concern for the actual cause.

There are three main areas of possible impact:

- ◆ RESOURCES
 - Buildings
 - Equipment
 - Hardware
 - Vehicles
- ◆ STAFF
 - Specialist skills
 - Quantity
 - Fatigue
 - Personal needs
- ◆ INFORMATION
 - Intellectual
 - Hard copy
 - Electronic

The above list is an initial estimate only, and may be amended as the planning process is developed.

The “*Detail Sheets*” (see *Part Three*) list the essential duties undertaken, equipment requirements, and alternative resources and have been used to prioritise the sequence of restoration following a crisis.

PART TWO

Introduction

This section of the plan summarises the maintenance and development activities that have been identified as necessary for the overall achievement of the plan's aims and objectives. These can include the focus on physical resources such as fire safety audits, as well as the need for regular reviews of procedures such as "new staff" induction courses, first aid certificate renewals and safe work practices.

Risk Reduction

An obvious benefit to the effectiveness of this plan (ning process) is the application of "pre-event" measures that can reduce the risks to Council's continuity of business. These can include increases in the security of records, fittings and equipment.

For instance:

- Prior arrangements with preferred suppliers for urgent provision of hardware
- Earthquake resilience measures, such as "Quakesafe" clips and non-slip mats
- Fire protection to the required standards
- Insurance policies
- Annual updates and testing of ALL Risk Management methods
- Plan testing

Maintenance Tasks

Currently there are a wide variety of activities, procedures and processes that collectively 'maintain' the succession of Council's business delivery.

These include, but are not limited to:

- Six monthly tests of the fire evacuation procedures
- Monthly tests of the audible fire alarms
- Regular checks of fire hoses and extinguishers
- Regular audit and re-issue of the building Warrant of Fitness
- Regular tests of the building's lift
- Tests of the security systems for the building
- A detailed "After Hours Callout System", including a 'back-up' audit procedure
- Notification of nominated first aiders for specific areas
- Renewal training for staff first aid certificates
- Regular re-stocking of first aid cabinets- building(s) & vehicles
- Monthly Health & Safety meetings with staff
- Quarterly Health & Safety reports to the Chief Executive
- Replacement of any damaged or missing safety equipment
- Nightly 'back-ups' of computer data
- Weekly 'back-ups' of computer data
- Transfer of 'back-ups' of computer data every 5 weeks to an 'offsite' location.

- ☑ Staff 'multi-skills' capabilities

Development Projects

The maintenance and review of the Council's Business Continuity Plan offers the opportunity to advance the previous concept of a narrow focus on "Disaster Recovery", towards a wider integrated Risk Management approach, which incorporates all the disparate "safety" measures.

These should include the Health and Safety plan, the building evacuation procedures, the Council's Accident Compensation and Rehabilitation procedures and policies, emergency response plans such as fire evacuation and earthquake drills, security systems for staff and visitors, insurance contracts, staff code of conduct, smoking and other personnel policies and other arrangements.

The Council intends to incorporate the basic principles of a risk management philosophy into all new contracts, tenders, and projects. This includes the assessment of risk to the Council, either wholly, or as a principal of a contract. Risks can be legal, physical, economic, social, or environmental. Appropriate strategies must be identified, adopted, monitored and reviewed. A constant communication process must be employed to all partners of the project.

PART THREE

Complementary Plans

A considerable amount of research and planning co-operation was devoted to the Council's preparations for the "Year 2000" 'potential problem'. Details of Council activities and functions are listed in the "Y2K Report", and this information was then refined to produce the "Y2K Contingency Plan". Both of these documents have assisted with the compilation of this plan, in particular the "Detail sheets for essential actions and services" included in this part of the plan. The Wanganui District Council Emergency Response Plan includes the basic details for initial actions and priorities.

Plan Activation

As noted in "**Responsibilities**" in *Part One*, page 2, **any two members of Council's Management Team may activate this plan**. The plan may be activated where members of the Management Team have reason to believe that the 'normal' functioning of Wanganui District Council has been compromised: either internally, (ie only the Council's services are threatened); or from a more widespread event, which has a significant impact on the community, and Council's ability to assist residents.

The overall responsibility for the implementation of this plan remains with the Chief Executive Officer, however, because of his wider Civil Defence Emergency Management Controller responsibilities; the "Council Continuity Manager" will have executive control for the purposes of this plan, and the restoration of Council's services to normality.

Resumption of Services

The specific "Details Sheets" for essential actions and services list the requirements for staffing, equipment, specialist resources, acceptable downtime, alternative locations and sources of equipment, etc. These single page summaries are filed as a separate document for ease of updating. These have been summarised in the following, "**Order of Priority by Function /Service**", for the "Council Continuity Manager's" guidance.

Allowable Downtime - Nil

CE's Office

Computer Services

Elected Member Support - briefings

Emergency Management – emergency response

Human Resources / Personnel – staff support and advice, salaries, leave etc.

Policy Advice – to CDHQ

Telephony

Utility Services – review of catchments, bulk water, bulk wastewater, management

Allowable Downtime - 1 – 2 hours

Environmental Services - Building Control Services – customer enquiries
Environmental Services – dangerous goods, environmental health, noise control
Minor Transport – emergency response
Property – emergency response
River Control – co-ordination in emergency situation
Roading & Footpaths – emergency response

Allowable Downtime - Half a day

Environmental Services - animal control
Environmental Services - Building Control Services – inspections & assessment of plans
GIS – supply & administration of data
Information Centre
Property Maintenance – pensioner housing

Allowable Downtime - 1 Day

CBD Maintenance – public toilets
Insurance – managing major property damages claims
River Control – public information
Roading & Footpaths – public interface
Utility Services – drainage, bulk water, bulk wastewater, management

Allowable Downtime - 1 – 2 Days

CBD Maintenance –gardens, street cleaning, under verandah lighting
Environmental Health – general inspections (litter, abandoned vehicles)
Parks & Reserves – public toilets
Sports Grounds - public toilets
War Memorial Hall - public toilets

Allowable Downtime – 2 - 3 Days

Elected Member Support - meetings
Environmental Services – accounting and liquor licensing
Library – public information and lending services
Property – pensioner housing, property maintenance
Roading & Footpaths – commissioning and monitoring of maintenance and minor projects, monitoring of berm contracts
Utility Services – operation of bores

Allowable Downtime – 5 Days (One Week)

Building Control – inspection & assessment of plans
Cashiering
Creditors/Purchasing – payment to creditors and contractors
Creditors/Purchasing – purchase orders
Elected Member's Support – council meetings / decisions
Emergency Management – day-to-day running
Environment Manager – LIMs (*but not essential*)
Financial Services

Funds Control
Insurance
Library – Heritage section
Minor Transport – commission & monitor OPUS to manage airport, and property, the Durie Hill elevator
Museum – resource management and promotion
Parking Control
Planning & Resource Management – land use consents
Property – management / consultancy
Rates – collation, maintenance and processing
Records – mail, filing
River Control – commissioning and monitoring major projects, also of maintenance
Roading and Footpaths - commissioning and monitoring major projects, interface with Transfund NZ
Utility Services - administration
Wastewater Project management – project direction and overview

Allowable Downtime – One to Two Weeks

Billing/Collection Debtors
Call Centre – until PABX is repaired
Economic Development – administration of contracts
Elected Members Support – meetings / decisions
Environmental Services Front Counter – health & safety
Front Counter / Customer Service
Museum – visiting collections would have priority
Payroll – payday deadline
Policy Advice – advice to Council / Elected Members
Property Management
Recreation & Culture – community facilities/parks/trees/event bookings/Community
Project team
Sports Grounds
Swimming Pools
War Memorial Hall
Wastewater Project management – water/drainage activity overview, corporate management

Allowable Downtime – Two - Three Weeks

CBD Maintenance – graffiti removal
Cemeteries – disposal of the dead
Community Buildings & Rural Halls
Community Development – linkages with the community
Environmental Services Management – supervision of unit
Museum – research and advice, also contractual obligations with the Min.of Education
Records
Solid Waste – monitor contracts, Property contract (Balgownie),

Allowable Downtime – one Month

Archives

Building Control – building WOFs

Solid Waste – monitor contract (Balgownie)

Utility Services – creditors

War Memorial Hall - invoicing

Allowable Downtime – 2 to 3 Months

Cemeteries - maintenance

Allowable Downtime – 3 to 4 Months

Cemeteries – records

Allowable Downtime – 4 to 5 Months

Solid Waste – kerbside recycling, 24/7 recycling centre

Allowable Downtime – Unlimited, Depending on Situation

Environment Manager – policy, dependent on political needs

Museum – The main collection

Sarjeant Art Gallery

PART FOUR

Personal Safety.

The following table lists the basic actions and priorities for staff immediately following any disruption to normal service or conditions.

RETURNING TO WORK

- Look after your own safety first
- Life comes before property
- Keep telephone lines free
- Make verbal contact with each other to identify the severity of the situation
- Check staff availability
- Check and test all equipment and systems
- Note any resource requirements
- Set up any back-up systems
- Advise the Council's 'Continuity Manager' of your unit's operational status
- All staff with 'operational response' duties are to report as soon as possible to the Emergency Operating Centre.
- Use your common sense!

If an event happens during normal working hours, once the first actions (above) are carried out, all staff possible should be released to check their home situation.

In particular, those who will be supporting the Emergency Operating Centre activities.

PART FOUR, continued

Key external contacts list

All function 'Details Sheets', contact lists, contingency plans and resource inventories are detailed as separate documents and are not included as part of this plan. Being working documents, they are constantly revised and are, therefore, not subject to the review procedures of this Plan.

Backup power supply

There are plans to renew the main WDC Municipal Chambers switchboard and associated cabling within the current financial year, (06/07). Provision has been made for emergency connections for a generator that could be brought in and connected.

The option of having a contract arrangement for ready supply of a portable generator within a 30-45 minute shutdown period is not feasible. However the main local supplier has quoted for the supply and installation of a generating unit of 150kvVa capacity, which would be sufficient to maintain core services in a power cut. The generator can be supplied as a fully self-contained enclosed unit, with a noise level rating of 77 decibels at 1 metre distance.

The Guyton Street building has several sub-mains that allows for emergency power to be supplied to separate areas, e.g. the 3rd floor (for the Emergency Operations Centre operations), and the ground floor (Information Services & UPS, Customer Services Group, Treasury and Environmental Services).