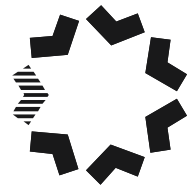


NATIONAL
COMPETITION
COUNCIL



Business Continuity Plan

National Competition Council
Policy document



March 2007

This Business Continuity Plan is issued under the authority of the Executive Director, is endorsed corporate policy and must be followed by NCC staff.

SUBJECT: Business Continuity

PURPOSE: To provide a framework for the ongoing management of Business Continuity in the NCC.

SUMMARY OF MAIN POINTS

This Business Continuity Plan establishes the requirements for the NCC to set up and maintain:

- a business continuity network;
- business continuity plans; and
- a regime to test the network plans.

It outlines the roles and responsibilities of NCC staff and specific decision makers in normal business times and during a crisis.

It requires all NCC people affected by a declared crisis to follow the directions of those managing the crisis.

OPERATION OF THE BUSINESS CONTINUITY PROCESS

1. *Declaration of a crisis*

At the point of declaration of a crisis the management of the area is transferred to the Business Continuity Director.

EXPLANATION

The process of dealing with a crisis

2. *Dealing with crises in the NCC*

There are two main groups that deal with crises and often they will have to work together to manage a situation. The first is the Emergency Organisation eg Fire Department, Police, etc, who are responsible for the safety of staff during a period of imminent danger in their NCC accommodation, such as a fire, bomb threat etc. The second group is the Business Continuity Team who is heavily involved in managing the immediate issues of any given crisis. Often both groups will be managing the same crisis, the Emergency Organisation managing the initial phase ensuring people are separated from the apparent threat, and the Business Continuity Team dealing with

the ongoing impacts of that threat. A good example of this would be a fire in a building, where the Emergency Organisation would evacuate the occupants, and the Council's Business Continuity Team would focus mainly on how it could continue with business without the use of the building.

3. *The make-up of the Business Continuity team*

The membership of the Business Continuity Team is limited to:

Business Continuity Director	-	Decision Maker
NCC Staff	-	Support
Facilities, Contractors & Property Mgt OHS, IR, Personnel, etc.	-	Advisors

The Business Continuity Team infrastructure is coordinated by the Business Continuity Director.

4. *How a crisis is declared*

A crisis is declared by the Business Continuity Director. As this decision can have significant ramifications, it has to be agreed to by a second person - Executive Director or another Director.

5. *When a crisis is declared*

Situations that would be likely to give rise to a crisis decision are where a situation that threatens to cause damage to the NCC, its assets or people and/or threatens to interrupt its business in a significant way.

6. *What phases to expect during a crisis*

There are a number of phases during a crisis. The list below summarises the main phases:

- Assess the situation and minimise harm*
- Log the incident
- Identify and establish a command centre for the operation
- Complete assessment and define a situation management plan*
- Implement the plan*
- Transition to Business as usual
- Review the process

* These processes are recurrent, and will be repeated at different phases of managing a crisis. Throughout the process communication with staff and other stakeholders is monitored and managed.

7. *How the Business Continuity team will operate during a crisis*

A typical incident would start with the decision makers and their support. A few advisors would be added to assist with the assessment phase and a complete group

would be drawn together once an initial assessment had been done. At this point tasks would be allocated and information clarified. Smaller combinations would be brought together regularly during the planning and implementation phases, as the situation demands. The return to normal business would normally be marked by a meeting of the larger group, as would the formal review process.

8. *Winding the crisis down*

This is a critical phase where the Business Continuity Director returns the situation to business as usual.

9. *A review of the crisis*

Finally there is a review process to engage all the participants in the crisis and allow them to critique what occurred. This is a formal process led by a Director who should not have been personally involved in declaring a crisis.

The major elements of Business Continuity

The Council's business continuity arrangements incorporate measures to ensure, in particular, the delivery of financial and personnel administrative services and an ongoing office premises. (See the ACCC Business Continuity Plan and NCC Corporate Support Services Agreement with the ACCC,)

10. *Disaster Recovery*

Disaster recovery arrangements incorporate the restoration of the NCC's computer systems (see below). This is predominantly the responsibility of the IT service provider (currently Kiandra System Solutions).

11. *Crisis Management*

This is the first stage of a Business Continuity response or the response to a significant event that does not directly involve an outage of business e.g. a community based disaster.

12. *Business Continuity Planning and Response*

Where a business outage occurs this is the next stage in the Business Continuity response and is managed by the Business Continuity Team.

13. *Business Interruption Prevention Strategies*

This work emerges from various risk assessments that are undertaken within the NCC, that is, management is asked to rate as most important, the various NCC resources. Examples of such a resource would be the NCC Computer Room.

The Roles and Responsibilities of Participants in the Business Continuity Process (Role selected by decision levels and requirements)

Business Continuity Director (Director, Corporate Services)

Able to declare a business continuity crisis. All activity regarding the development of normal operations to be coordinated through this position. Delegates tasks and roles as required.

Executive Director

Able to declare a business continuity crisis. Delegates tasks and roles as required. Liaise with media.

Directors

Able to declare a business continuity crisis after first confirming with Business Continuity Director or Executive Director. Work with Business Continuity Director to ensure a return to business as usual as soon as practicable. Delegates tasks and roles as required.

Staff

Duties as directed by senior staff.

AREAS TO BE COVERED IN A CRISIS AND RESPONSES

Facilities:

In the event of level 9, 128 Exhibition Street or part thereof not being useable, alternatives include relocation, shared accommodation or working from home. To facilitate this the 'Provision of Corporate Support Services' agreement between the NCC and the ACCC commits the ACCC to use its best endeavors to provide short term office accommodation to the NCC in the event of a catastrophe that causes the NCC office accommodation to become unusable.

With regard to IT, upon complete destruction of IT equipment, once purchase authorisation is given, a maximum of 48 hours would be required to set up all hardware (computers, phone systems, cabling, etc).

Backed up data are kept both on and off site and could be restored to IT equipment within a maximum of 48 hours.

Because the Council's IT system and software is not specialised, other contractors can readily be engaged should the current IT provider not be available.

Service Outages:

In the event of service outages the following would be utilised:

Water – a water cooler is utilized at present and would be replaced quickly. Shared toilet facilities with another floor.

Electricity – alternative power arrangements would be made including the hire of a generator.

Communications:

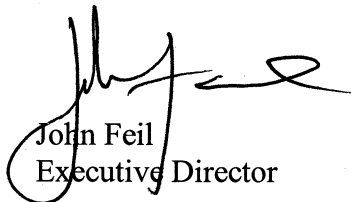
If some/all phones/facsimile machines are unavailable, alternatives would be prioritising use, mobiles, couriers, face-to-face meetings, hire of temporary equipment.

Personnel:

Should key personnel be lost or unavailable, the NCC has in place succession planning for core tasks undertaken by key staff. Networks with Council members would be maintained and Ministers and Governments are aware of their responsibilities.

APPROVAL

Approved by:



John Feil
Executive Director

Endorsed by the NCC Audit & Risk Management Committee
at its meeting on 3 May 2005.

Reviewed by the NCC Executive on 14 March 2007.