

EMERGENCY MANAGEMENT AND BUSINESS CONTINUITY POLICY

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TITLE OF AUTHOR:	Director
NAME OF RESPONSIBLE DIRECTOR:	Shannon Spence
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1. PURPOSE

The objective of this Policy is to ensure that parameters surrounding responses by Shannon Spence and Associates to emergency events are defined and any necessary preparations are in place to minimise the impact of any such adverse event upon participants, staff and upon organisational activities.

These parameters include actions required to coordinate recovery of critical business functions in managing and supporting the organisation's recovery in the event of a facilities (office building) disruption or disaster. This can include short or long-term disasters or other disruptions, such as fires, floods, earthquakes, explosions, terrorism, extended power interruptions, hazardous chemical spills, and other natural or man-made disasters.

A disaster is defined as any event that renders Shannon Spence and Associates facility inoperable or unusable so that it interferes with the organisation's ability to deliver its essential activities and services.

Whilst there is necessarily an aspect in this Policy covering individuals in regard to staff and visitors, the Policy operates in tandem with Shannon Spence and Associates global document on Risk Management Policy and also with the Work Health and Safety Policy document, which encompasses individual well-being rather than organisational well-being and continuity.

2. PRINCIPLES

The organisational priorities in a disaster situation are to:

- Ensure the safety of employees and visitors in the office buildings.
- Mitigate threats or limit the damage that threats can cause.
- Have advanced preparations to ensure that critical service functions can continue.
- Have documented plans and procedures to ensure the quick, effective execution of recovery strategies for critical business functions. This policy document includes the recovery from technology facility and platform failures, such as critical applications, databases, servers or other required technology infrastructure. This document does not address temporary interruptions of duration less than the time frames determined to be critical to service operations. The scope of this policy is focused on localised disasters such as fires, floods, and other localised natural or man-made disasters, and is not intended to cover major national disasters such as war or nuclear holocaust.

3. SCOPE

The process involves the identification of the potential emergencies facing the organisation and the addressing of the issues surrounding the continuation of service activities when faced with an emergency situation or event.

This Policy applies to every person using Shannon Spence and Associates' services and staff, contractors, directors and volunteers.

4. DUTIES, RESPONSIBILITIES AND REPORTING

The Executive Director is responsible for ensuring Shannon Spence and Associates and Shannon Spence and Associates staff are compliant with this policy.

All Shannon Spence and Associates Staff and everyone who uses Shannon Spence and Associates' services are responsible for carrying out this policy.

5. POLICY

5.1. IT SECURITY

The Office Manager manages data security and information systems. The Office Manager ensures that the systems are available when needed, that confidential information is only available to those with authorised access and that information is not subject to unauthorised changes.

The Office Manager is further responsible for updating all security programs as needed and may grant access to systems to others on a short-term basis (including contracted consultants who may engaged to support and assist in any of the responsibilities associated with the role).

In the event of an IT emergency causing a loss or corruption of system data, assuming hardware is not adversely unaffected, the Office Manager will utilise the latest system back-up to:

- Initiate a retrieval of Shannon Spence and Associates information, and
- Evaluate the data that is required to be re-entered before resuming daily activities. In the event of an emergency causing a partial loss of hardware systems, the Office Manager will take steps to replace the affected hardware items and arrange for temporary use of alternate hardware by the respective staff or volunteer (as needed) until replacement hardware is secured.

5.2. RELOCATION OF OFFICE

A physical building disaster, such as significant office damage from a fire, wind, flood, may make effective occupancy impossible or impractical and, where there were to be extended delays in any return to existing workable spaces, alternate accommodation would be required. It is the responsibility of the Office Manager in conjunction with the Director to assess the various options that may provide viable alternate centre accommodation in the event of such a disaster.

In assessing potential options for temporary accommodation, various parameters need to be taken into account including:

- Size of space required.
- Expected length of temporary accommodation.

- Safety / security of the environment.
- Short-notice availability of potential spaces.
- Speed of access to energy and data services.
- Impact on clients and staff members. An assessment needs to have been made regarding the coverage by any insurance policies of the additional working costs of a relocated facility. This critical information would drive the option process.
- The full furniture and equipment requirements incorporating IT and telephone needs, the reprinting of essential documents and pamphlets (if necessary), public notifications of the new location to all stakeholders, mail / courier redirection requirements.
- Re-establishment / retrieval of latest data backup (as per point 5.1 above), a review of critical processing schedules and work in progress.
- The Directors must be presented with the outcome of this assessment process for endorsement.

5.3. UNEXPECTED STAFF DEPARTURE

The Director's hold responsibility to have considered optional responses in the event of a rapid and unexpected staff departure; unexpected departures not only include loss of staff due to organisational remuneration capacity and/or staff career prospects, but also due to serious illness or, at the extreme, loss of life. Director's response considerations must include:

- Ensuring the existence of comprehensive, up-to-date job descriptions.
- Reviewing potential succession options.
- Assessing potential sources of alternative/replacement staff.

5.4. OUTBREAK OF HEALTH ISSUE / EPIDEMIC

In the event of a widespread natural health issue such as extensive illness, epidemic, or severe pest infestation, the Director's hold responsibility to order staff members to stay away from work and to have the centre(s) closed until the issue abates.

As at all times with public speaking, only those individuals who have been delegated to make public comment on behalf of Shannon Spence and Associates may make such comments; in this regard, exceptions are extended to those whose positions require one-on-one interaction with clients or suppliers.

5.5. COMMUNICATION PROCESS

1. With Staff and Directors

The Director's and Office Manager must be in possession of an up-to-date contact list for all staff members, contractors, volunteers and Directors that can be used in the event of any emergency about which the Staff and/or the Director's need to be informed promptly. Communication of this nature must be clear and concise, and identify the organisational response to the issue being notified.

2. With Participants

Where possible, directly affected participant's should be informed promptly of any issue impacting of their interaction with Shannon Spence and Associates. This means those staff providing services to participants should maintain contact details for clients to enable timely communication.

3. With Members, the Community and Suppliers

Depending upon the issue concerned and its impact on members, the general community and suppliers, the Office Manager, in consultation with the Director's, will determine the message and the communication channel to connect with members, the general community and suppliers. This may be via email, website posting, mail-out and/or newspaper notice.

4. With Funders

If the Office Manager and the Director's consider it appropriate, the Office Manager will write to respective funders to alert the various bodies of any issue identified as likely to impede progression towards the funders' stated requirements/outcomes. Please refer also to the separate WH&S Policy and Procedures.

6. AUTHORITY

This Policy is approved by the Directors Shannon Spence and Associates.