Corporate Emergency Planning

Procedure Name: Corporate Emergency Planning	Procedure Number: PRO-097-V02
Date Adopted: 6 January 2017	Review Date: 6 January 2020
Procedure Owner: Manager Risk Management Services	

1. Procedure Statement/Objective(s)

Council is committed to ensuring the safety of people and continuity of its critical services during periods of major business disruption.

The General Manager is responsible for the Council's Corporate Emergency Planning program. Each Director is responsible for ensuring that within their Department: all business disruption risks are identified; business process criticalities are assigned; recovery strategies are identified; and appropriate awareness and testing of the corporate emergency plans are performed. Each emergency plan/procedure owner is responsible for ensuring that their plan is periodically tested and reviewed. All business process owners are responsible for working with their Group Manager to recover business processes as outlined in Council's Business Continuity Management Plan or as directed by the Recovery Management Team. All staff are expected to maintain an awareness of their roles and responsibilities in the event of a business disruption and participate as required or directed.

Council's Corporate Emergency Planning program will be consistent with the Australian National Audit Office *Better Practice Guide: Business Continuity Management – Building Resilience in Public Sector Entities* and Australian Standards *AS/NZS 5050:2010 – Business Continuity – Managing Disruption Related Risk*.

2. Scope

This procedure applies to all staff at Shellharbour City Council for disruption related events that impact on Council's ability to provide normal services to the community. This policy also applies to the community of the Shellharbour Local Government Area (LGA) for the purposes of Emergency Events as outlined in the Illawarra Local Emergency Management Plan (E M Plan).

3. References

Wollongong City Council Emergency Management Policy

4. Definitions

LEMC – Local Emergency Management Committee E M Plan – Emergency Management Plan
BCMP – Business Continuity Management Plan
IT DRP – Information Technology Disaster Recovery Plan

5. Variation and Review

Review History

Date Procedure first adopted - Version 1	11 February 2014
Reviewed with no changes - Version 2	6 January 2017

6. Procedure

CORPORATE EMERGENCY PLANS AND PROCEDURES

The following table summarises the plans and procedures which encompass Council's emergency management preparedness:

PLAN	DESCRIPTION	RESPONSIBILITY	
		Planning	Execution
EMERGENCY RESPONSE PROCEDURES	Site-specific procedures for the preservation of life, site evacuation and emergency services notification.	Risk Management Services	Chief Wardens; Site Controllers; All staff
CRITICAL INCIDENT RESPONSE PROCEDURE	Procedures for managing the welfare of employees and others during and following an incident. Contained within Councils Business Continuity Management Plan.	Organisational Development	Chief Wardens; Site Controllers; All staff
BUSINESS CONTINUITY MANAGEMENT PLAN	Recovery procedures for Council's critical business processes/services from a business disruption.	Risk Management Services	Crisis Management Team
ICT DISASTER RECOVERY PROCEDURE	A set of action-orientated plans and/or procedures used by IT Staff to recover applications, systems and infrastructure from an Information Technology disruption.	Information Technology	Information Technology
BUSINESS RECOVERY PLANS	A plan, developed after the activation of a site-specific Business Continuity Plan, which identifies medium and long-term recovery strategies to reinstate all business processes and return Council to its pre-disruption (or Business-a-Usual) state. Contained within Council's Business Continuity Management Plan	Recovery Management Team	Recovery Management Team
PANDEMIC PLAN	Council's response to a flu pandemic within the Shellharbour Local Government Area. This plan is based on the guidance from NSW Health and World Health Organisation (WHO) Pandemic procedures.	Pandemic Management Plan	Pandemic Management Plan
ILLAWARRA EMERGENCY MANAGEMENT PLAN (E M Plan) *Note: E M Plan is not a Council Corporate Emergency Plan, but is included for information purposes*	This Plan addresses Council's response to a variety of disasters within or impacting the Illawarra region. This plan provides the mobilisation protocol for all agencies and resources within the region.	Local Emergency Management Committee	Risk Management Services *For Council-specific aspects of the E M Plan*

It is intended that all plans can operate independently or simultaneously during a business disruption, depending upon the nature of the disruption and the impact it has upon Council. Importantly however, this policy does not apply to any State or Regional plans as they are developed and maintained within their own planning frameworks, e.g.: NSW Department of Health State Pandemic Plan; Illawarra Emergency Management Plan (E M Plan).
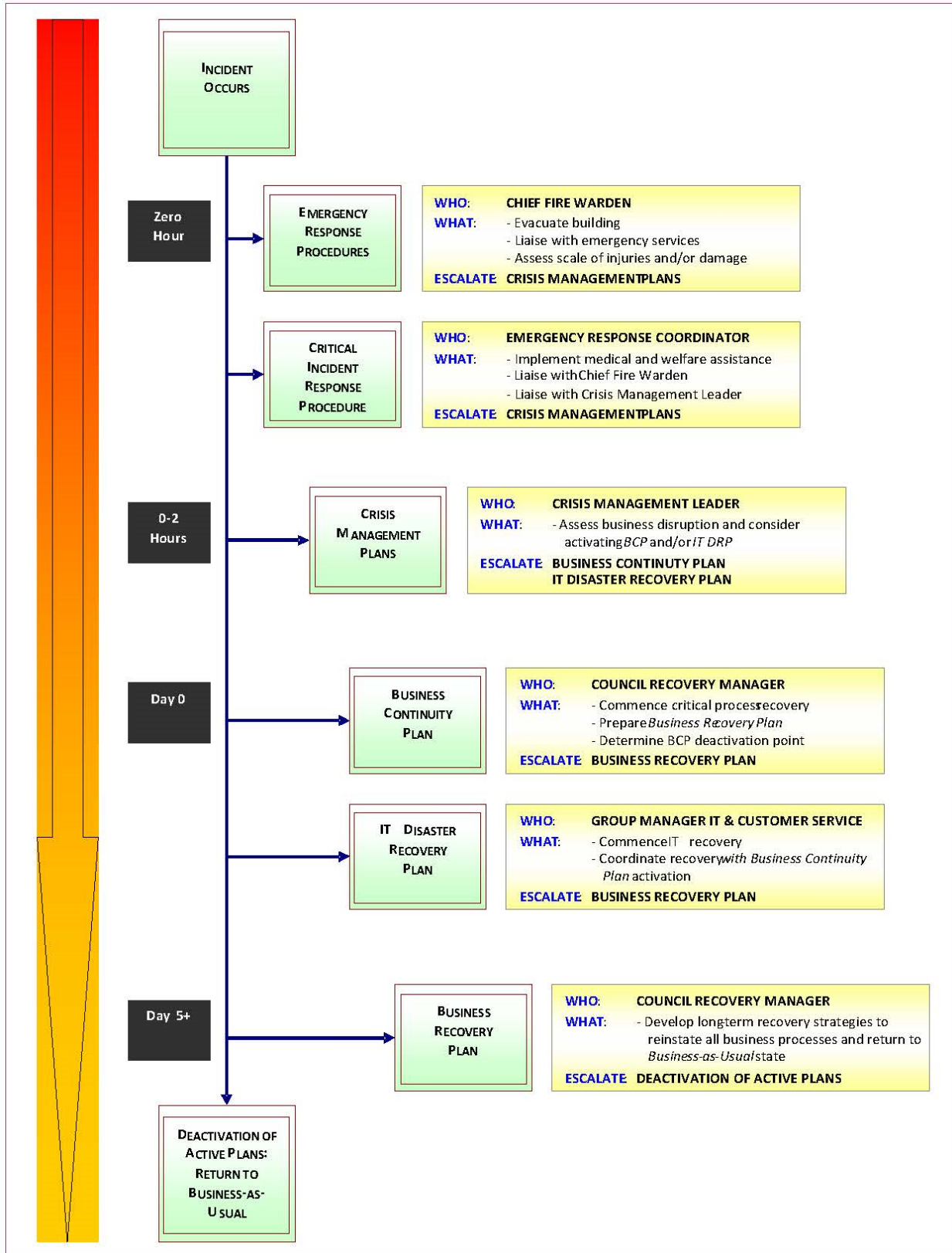
RELATIONSHIP BETWEEN CORPORATE EMERGENCY PLANS AND PROCEDURES

The following diagram shows the timing and escalation relationship between Council's corporate emergency plans and procedures:

INCIDENT OCCURS

Zero Hour

EMERGENCY RESPONSE PROCEDURES

WHO: CHIEF FIRE WARDEN
WHAT: - Evacuate building
- Liaise with emergency services
- Assess scale of injuries and/or damage
ESCALATE: CRISIS MANAGEMENT PLANS

CRITICAL INCIDENT RESPONSE PROCEDURE

WHO: EMERGENCY RESPONSE COORDINATOR
WHAT: - Implement medical and welfare assistance
- Liaise with Chief Fire Warden
- Liaise with Crisis Management Leader
ESCALATE: CRISIS MANAGEMENT PLANS

0-2 Hours

CRISIS MANAGEMENT PLANS

WHO: CRISIS MANAGEMENT LEADER
WHAT: - Assess business disruption and consider activating BCP and/or IT DRP
ESCALATE: BUSINESS CONTINUTY PLAN
IT DISASTER RECOVERY PLAN

Day 0

BUSINESS CONTINUITY PLAN

WHO: COUNCIL RECOVERY MANAGER
WHAT: - Commence critical process recovery
- Prepare Business Recovery Plan
- Determine BCP deactivation point
ESCALATE: BUSINESS RECOVERY PLAN

IT DISASTER RECOVERY PLAN

WHO: GROUP MANAGER IT & CUSTOMER SERVICE
WHAT: - Commence IT recovery
- Coordinate recovery with Business Continuity Plan activation
ESCALATE: BUSINESS RECOVERY PLAN

Day 5+

BUSINESS RECOVERY PLAN

WHO: COUNCIL RECOVERY MANAGER
WHAT: - Develop longterm recovery strategies to reinstate all business processes and return to Business-as-Usual state
ESCALATE: DEACTIVATION OF ACTIVE PLANS

DEACTIVATION OF ACTIVE PLANS: RETURN TO BUSINESS-AS-USUAL

AUTHORITY TO ACTIVATE CORPORATE EMERGENCY PLANS AND PROCEDURES

The following table identifies the authority to activate each of Council's corporate emergency plans and procedures:

PLAN	AUTHORITY TO ACTIVATE
EMERGENCY RESPONSE PROCEDURES	Chief Fire Warden *(per site)*
CRITICAL INCIDENT RESPONSE PROCEDURE	Emergency Response Coordinator (per BCMP)
BUSINESS CONTINUITY PLANS	Crisis Management Team
IT DISASTER RECOVERY PLAN	Manager Information and Customer Services (per IT DRP)
BUSINESS RECOVERY PLAN	Recovery Management Team *(per BCMP)*
PANDEMIC PLAN	Crisis Manageme
ILLAWARRA EMERGENCY MANAGEMENT PLAN (EM Plan)	LEOCON *(as defined within EM Plan)*

CRISIS MANAGEMENT TEAM

The purpose of the Crisis Management Team is to provide an initial strategic assessment of a corporate emergency and determine appropriate responses including activation of relevant corporate emergency plans, noting that in practice it is possible that Emergency Response Procedures and Critical Incident Response Procedures may be activated at the outset of the emergency.

The Crisis Management Team comprises the following members:

- General Manager;
- Director Shellharbour Enterprises;
- Director City Outcomes;
- Director Corporate Policy;
- Group Manager IT and Customer Services;
- Executive Manager/Public Officer;
- Media Officer;
- Manager Risk Management Services
- Additional team members as may be required for the purpose of assisting in the management of the crisis depending upon the nature of that crisis, and may include Group Managers and technical experts as required depending on the nature of the emergency.

RECOVERY MANAGEMENT TEAMS

Council's Business Continuity Management Plan (BCMP) will identify a Recovery Management Team which will be responsible for the execution of the Business Recovery

processes outlined in the BCMP. Effective execution of the BCMP will include communicating with employees about the business disruption impacts, responsibilities for performing specific tasks outlined in the activated BCMP, liaising with the Council Crisis Management Team throughout the activation of the plan, and undertaking short, medium and long term recovery planning during the business disruption.

ILLAWARRA EMERGENCY MANAGEMENT PLANNING

Illawarra Emergency Management Planning relates to regional preparedness for community-based emergencies. Key participants in Illawarra Emergency Management Planning include Council, emergency services agencies, Department of Primary Industries, and other regional stakeholders.

Council participates in the Illawarra Local Emergency Management Committee which, amongst other things, determines the roles and responsibilities of participating agencies, coordinates testing and review of the Illawarra Emergency Management Plan (E M Plan), and provides training to relevant key personnel.

Council responds to community-based emergencies as defined within the E M Plan as well as providing Emergency Operation Centre facilities for use by E M Plan participants.

The Corporate Emergency Planning Policy includes reference to Council's E M Plan function in order to help:

- Ensure alignment of plans;
- Ensure effectiveness of emergency responses; and
- Support Council to deliver its obligations under the E M Plan.

7.   Related Forms

Nil

Procedure Authorised by:

Name: Lee Furness

Signature: ....

Title: Director Corporate Policy

Date: ....

Shellharbour City Council – Corporate Emergency Management Structure for Local Emergency Management Committee

LEMC Chair – GM or his Delegate – Currently Director Shellharbour Enterprises.

GIS – Mapping Support – Currently provided by GIS Officer

LEMO & Alternate LEMO – Currently – Manager Risk Management Services & Manager Assets and Projects

Council Liason Officers & Alternates – Currently Group Manager City Services & Group Manager Parks, Aquatics, Landfill & Stadium

IT EOC Support Staff – Currently Acting Manager IT & IT Helpdesk

EOC Admin Support Staff & Alternates – Currently Risk Management Officer

Customer Service & Media Liason -Currently provide community communication support to the EOC such as warnings and other relevant information