



UNE Life

Business Continuity Plan



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Document Review

Whenever this document is reviewed and or amended, details are to be recorded on this page.

Document Change Control

Revision #	Change Description	Date	Author
1	Initial document release as per draft	23/11/2016	Theron King
1.1	Amended as per Residential Systems suggestions: Extra BAU for Residential	14/03/2017	Theron King
1.2	Amended as per Risk and Audit suggestions: Trim and document control	16/03/2017	Theron King
1.3	Updated BCP from 2015 Plan for UNE Life		Theron King Adam Towie

Distribution List

Copy Number	Name	Location
001	[Business Continuity Officer – Electronic Copy]	[HRS - Safety]
002	[ORPC Members – Electronic Copy]	[Various – ORPC Administrator to distribute]
002	[Emergency Operations Centre – Hard Copy]	[To be identified]
003	[UNE Life]	[Madgwick Hall – Ground Floor]
004	[]	[]
005		

Abbreviations & Definitions

Term	Abbreviation	Definition
Adaption	Adaption	The Universities capability to cope with uncertainty, change and associated stresses, and adjust to change
After Action Review	AAR	An After Action Review is a structured review or de-brief process for analyzing what happened, why it happened, and how it can be done better by the participants and those responsible for the project or event.
Business as Usual	BAU	The normal execution of standard functional operations within an organisation.
Business Continuity	BC	A state of continued, uninterrupted operation of a business in all contexts.
Business Continuity Plan (s)	BCP	This process leads to a clearly defined and documented plan which sets out the procedures, resources and systems necessary to continue or restore the activities of an organisation should unpredicted business disruption occur. The BCP is used as a communication and decision support tool and is executed in response to a business disruption.
Business Impact Analysis	BIA	A management level analysis which identifies the impacts of function loss on the organisation. The BIA provides management with data upon which to base risk mitigation and continuity planning decisions
Business Interruption Event	BIE	An event that by its duration exceeds the Maximum Acceptable Outage and / or has an adverse impact on business objectives and requires the implementation of the BCP or sub plans
Business Process Assessment	BPA	A management tool designed in the identification and assessment of criticality of business process and functions.
Business Unit	BU	A part of the University that operates separately under the umbrella of UNE
Critical Business Activity	CBA	May be defined as primary business functions that must continue in order to support your business.
Emergency Control Organisation	ECO	The entity responsible for UNE's incident and emergency activities during the Reaction, Response and Recovery Phases.
Emergency Operations Centre	EOC	A central point of reference to co-ordinate the response to a business interruption event. Is established at the discretion of the ORPC.
Emergency Event	Emergency Event	An event due to an actual or imminent occurrence (such as fire, explosion, flood, earthquake, pandemic, etc.) which: <ol style="list-style-type: none"> 1. Endangers or threatens to endanger the safety or health of staff or visitors to the organisation 2. Destroy or damages, or threatens to destroy or damage, property of the organisation 3. Has the capacity to disrupt operations to the extent that it

Term	Abbreviation	Definition
		impacts on business objectives.
Emergency Management Plan	EMP	The written document of the emergency arrangements for a facility generally made during the planning phase. It includes the agreed emergency roles, responsibilities, strategies, systems and arrangements.
Full Time Equivalent	FTE	An FTE of 1.0 is equivalent to a full-time worker or student, while an FTE of 0.5 signals half of a full work or school load.
Maximum Tolerable Outage	MTO	The maximum period of time that UNE can tolerate the loss of capability of a critical business function, process, asset or IT application
Organisational Resilience Planning Committee	ORPC	ORPC is responsible for the development and review of a strategic framework to ensure the effective continuance of the University of New England's operations in the event of a major crisis or potentially catastrophic event.
Risk Management	RM	The culture, processes and structures that are directed towards realising potential opportunities whilst managing adverse effects.

Introduction

UNE's Business Continuity Plan (BCP) and Impact Statement

The University of New England (UNE) is a complex organisation with a large body of people potentially on campus at any one time and has responsibility for significant property within the Armidale District. Furthermore, like all other tertiary institutions, UNE's staff and students are mobile within Australia and internationally.

The UNE's priorities in any emergency situation are as follows:

- a) To save life and avoid any further injury;
- b) To preserve its assets and operations;
- c) To minimise impact on the local community and environment;
- d) To return to business as usual as soon as practical.

While most minor emergency incidents would routinely be handled by Safety and Security or Health & Safety staff as part of their daily business, there will be occasions where the escalation of an incident or even a long term incident necessitates the activation of the Universities Emergency Management Plan (EMP) and Business Continuity Plan (BCP).

This planning will reduce the lag time from the initial response to a critical incident to being able to resume 'business as usual' practices here at The University of New England.

Purpose

UNE has adopted a comprehensive and integrated approach to the development of a BCP. The purpose of the Plan is to build organisational capabilities to support the continued achievements of critical business objectives in the face of uncertainty or disruption.

UNE recognises that this BCP in isolation does not build capability; it provides the approach to establishing effective capability. Whilst the Plan is important, it is an outcome of the more important planning and analysis process, and is a blueprint to kick-start the response to a business interruption process.

This Plan identifies the required facilities, technical infrastructure, key responsibilities, and processes that will be required to position UNE to be able to respond and recover from a business interruption event.

In identifying business continuity the focus is on the building of resilience and response capabilities within critical business functions as identified by UNE. Treatment options for non-critical functions may also be identified and documented. This allows UNE to have a whole of organisation view when responding to interruption events, as the nature of these events can change rapidly.

Use of the BCP

This Plan should be used in the event of a business interruption event that may impact on the ability of UNE to deliver business objectives. Staff with responsibilities for impacted areas of the business should use the BCP and any relevant sub plans to ensure a consistent and agreed course of action is implemented.

Assumptions

The BCP is intended to provide guidance to UNE employees to assist continuity of service for critical functions, where those employees are not normally responsible for managing the specific function affected. Where the UNE employee who is normally responsible for managing the specific function is available, it is assumed that this document will serve as a check document to reduce the possibility of an omission of important actions.

Limitations

It is not the intent of this document or process to develop Information Technology Disaster Recovery Plans (ITDRP). This process will however identify from a business perspective the business requirements for Information Technology resources that support the delivery of business critical function. This information could then be used to inform the development of an ITDRP.

Distribution

The intended distribution of this Plan is to:

- a) Organisational Resilience Planning Committee (ORPC)
- b) Emergency Control Organisation (ECO)
- c) Within the BU.

The Plan is to be reviewed annually.

Validation & Testing

Business Continuity Management is a process, not an event. Once the BCP has been developed, commitment to a pre-planned, annual test and review is required by the Organisational Resilience Planning Committee (ORPC) to ensure BCP procedures remain viable into the future.

The testing should include all aspects of the BCP, but not necessarily all in the one review. Major components should be reviewed regularly. Information such as contact lists, or areas that are constantly undergoing changes, should also be validated annually.

In addition to the annual test and review of the BCP, any significant changes to UNE’s operations should also trigger a review of the BCP. Version control of the BCP should be maintained.

	Activity for Review	Accountability	Timeframe
1	Business Continuity Plan (Overarching Plan)	ORPC	Monitor annually and action as required
2	Business Continuity Plan Exercise	BU’s in co-ordination with the HRS Health and Safety Team	Desk top exercise simulation exercise each 2 years

Emergency Control Organisation (ECO)

ECO – Roles & Responsibilities

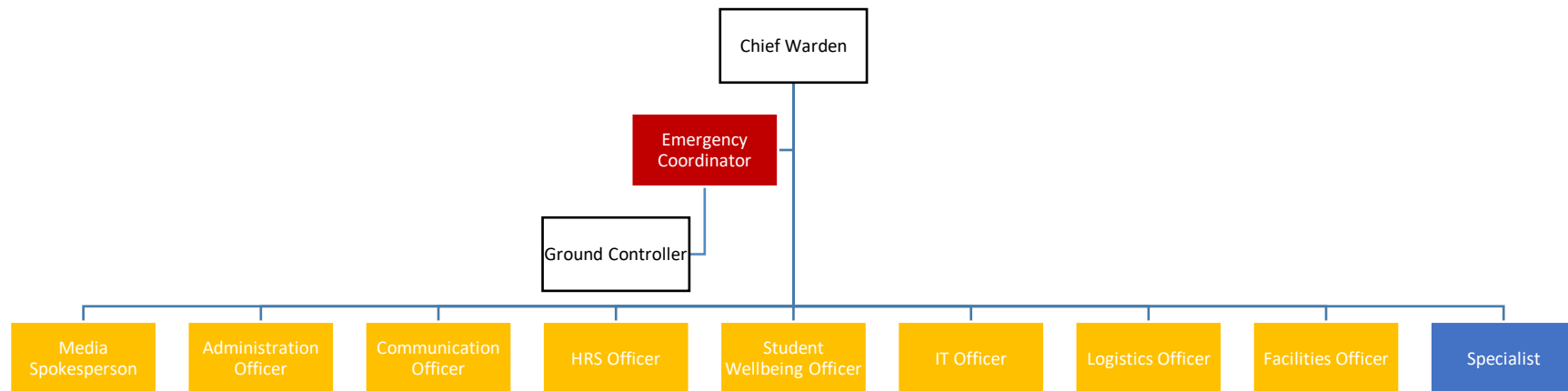
The ECO is established to provide a management mechanism that can ensure reporting lines and responsibilities are clear when the BCP is activated. The focus of the ECO is to manage the business interruption event from a corporate perspective while providing guidance and support to the Managers on site. This process is facilitated by the development of pre-determined courses of actions (sub-plans) thus allowing the ECO to focus on the strategic or whole of business response to the business interruption event. Each position in the ECO is to have an alternative member identified and trained in the role. The ECO contacts list will be updated annually.

The ECO has functional roles in Emergency Planning, designated Emergency situations, and the Recovery stage.

- a) The ECO members have Pre emergency planning and reporting function which include some members attending ORPC meetings to deal with emergency identification, reporting to the UNE Council, and organising the functions of the emergency response teams.
- b) The second function of the ECO is the emergency control function which is the decision making function in an emergency event. Selected ECO members will be in control when an emergency event is declared at a UNE site, in a designated emergency operations centre, and will control the emergency response teams. The emergency response teams are part of the ECO.
- c) Role of Specialists in the ECO will be advised whether needed in an emergency to give advice in the control room on their area of expertise if needed. E.g. Residence officer, Chemical specialist, International officer.
- d) Selected members of the ECO will be involved in debriefing in the recovery phase following an emergency event.
- e) The makeup, training, and development of the emergency response teams are under the control of the Chief Warden. These emergency response teams are made up of specially trained staff who are on the ground when an emergency situation is called, and give information to and take directions from the ECO members in the Control room.

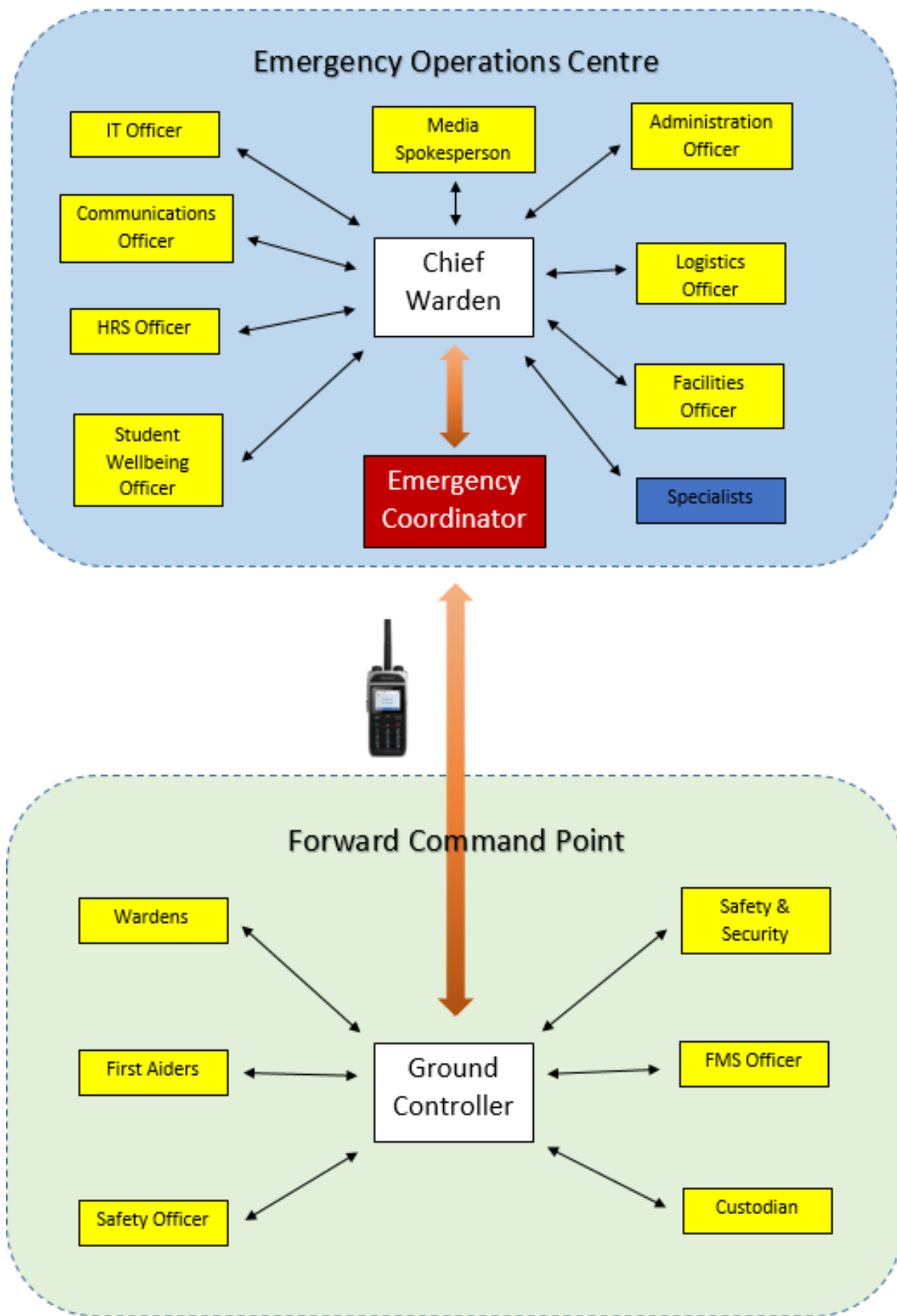
The membership of the ECO is aligned to the continuation of their role at UNE, and will review its membership on an annual basis.

ECO Organisational Chart



Role in EOC	Position at UNE
Chief Warden	Chief Operating Officer PDVC
Emergency Coordinator	Emergency Planning Coordinator Manager Safety & Security
Media Officer	VC PVC External Relations
Administration Officer	COO Executive Officer VC Administration Assistant
Communication Officer	VC Advisor Corporate Communications Officer
HRS Officer	Director HRS Deputy Director HRS
Student Wellbeing Officer	PVCA Director Student Administration Services
IT Officer	Director IT Associate Director IT Infrastructure Services
Logistics Officer	Associate Director IT Client Services Manager IT Service Delivery
Facilities Officer	Director FMS Deputy Director FMS

Emergency Response Structure



Notification & Declaration Process

Notification

On first becoming aware of a possible critical incident, the relevant function manager is required to assess the situation and if the event is likely to exceed the agreed MTO, then the Chief Warden should be notified immediately by phone and where possible, with a follow up email or personal briefing detailing the key issues including:

- a) Nature of the incident – time informed etc.
- b) Describe business elements impacted
- c) Facility / equipment impacted
- d) Staff impacted / required
- e) Any response actions implemented
- f) Any media involvement / interest
- g) Any immediate support requirements

Elements of the BCP can be implemented at the local level, where appropriate to address and immediate response requirement even if the event is expected to be resolved within an acceptable period.

Assessment

On receipt of a notification that will impact business continuity the Chief Warden will:

- a) Formally note details
- b) Notify the other members of the ECO
- c) Confirm the details of the incident and appropriate media strategies
- d) Conduct preliminary impact assessment (on facility and technology infrastructure)
- e) Determine if the Emergency Operations Centre (EOC) needs to be opened

Declaration

The Chief Warden is to review the preliminary information and if considered necessary declare a Critical Incident based on UNE's Activation and Notification Levels for a Critical Incident (see below).

Declaration will allow for:

- a) Formal activation of UNE's Emergency Response Plans
- b) Closure of part/all of campus
- c) Suspension of business activity
- d) Activation of the BCP*

*NB: As per the University's Emergency Management Plan, it is the responsibility of the Chief Warden to enact the BCP should it be required.

UNE Activation & Notification Levels

			IMPACTS					
RESPONSE LEVELS			HARM TO PEOPLE	HARM TO ENVIRONMENT	ASSET DAMAGE	LOSS OF BUSINESS CONTINUITY	DAMAGE TO REPUTATION	POLITICAL INTEREST
	Level 1	Level 1	Illness or injury of a minor nature Significant near miss	Minor environmental impact able to be dealt with by SSO Environmental nuisance (noise etc.)	Minor damage to facilities or equipment able to be dealt with by UNE personnel	Minor disruption to departmental operations	Campus community awareness of issue, little media interest	Peaceful demonstration/gathering on campus able to be managed by UNE personnel
		Level 2	Single or multiple injuries requiring immediate hospitalisation affecting daily operations	Moderate environmental harm able to be dealt with by UNE personnel Minor hazardous spill	Accident or damage to facilities or equipment which could affect daily operations	Disruption affecting significant amount of campus operations for more than 1 day	Local or regional concerns which have the potential to escalate	Demonstrations or unrest involving political interest groups which can be managed by UNE personnel
Level 3			Life and/or property at risk Large area affected (Armidale/New England/State) Single or multiple serious injuries or fatalities Mass illness requiring external help	Serious environmental harm requiring external agencies support Hazardous chemical spill/gas release Environmental impact affecting neighbouring area	Significant damage to structures, facilities or equipment which seriously affects daily operations	Loss of whole campus operations for multiple days	Significant national or international media interest/activity	Demonstrations or unrest involving political interest groups which require external agencies support

Emergency Operations Centre

The Emergency Operations Centre is opened if deemed appropriate by the Chief Warden on the declaration of a Critical Incident. The resourcing and opening of this centre is the responsibility of the ECO.

The EOC is a centre for coordination of operations and support, during an emergency. In the context of a University, an EOC is the location where the designated staff of the institution gathers during an emergency to coordinate both the operational and strategic response, and to manage the subsequent recovery process. It is a facility in which the Chief Warden through the ECO can ensure the timely provision of support to the affected UNE community by either;

- a) Planning for an impending event,
- b) Monitoring an operation, or
- c) Coordinating support to an ESO when required.

There are two EOC's at UNE.

- a) Primary Centre
- b) Secondary Centre

Media Protocol

Due to the nature of the media, the timeliness of reporting in these circumstances is critical. Prompt reporting to, and liaison with the ECO is in the best interests in terms of allowing for the preparation of an appropriate response.

NB: All media enquiries are to be forwarded to the ECO Media Officer.

General Statement to the Media

In the event of a major incident, particularly after hours, there may be a period of time elapsed before the designated media spokesperson is in a position to respond to media enquiries. Should any staff member be approached by media representatives for a comment they are only authorised to make the following statement:

"I am sorry, but I am not authorised to make any statement at this time. The Emergency Control Organisation and Chief Warden are currently being briefed on the situation and someone will be available to talk to you shortly."

There is no such thing as an "off the record" comment.

Provide the ECO with the journalist's details, and any other relevant information, including how the journalist came to contact you.

Appendix A: Emergency Contact details

Fire, Ambulance or Police:

000 (Prime emergency call service number)

112 (International standard emergency number)

106 (Emergency relay service for the hearing or speech impaired with a TTY/textphone)

Internal Emergency Contact Numbers

Safety, Security & Information 6773 2099

Provide the Following:

1. Name and location of the Facility
2. Number of injured persons and the nature of injury
3. The type and scale of emergency including a brief description
4. Hazards involved (e.g. substances)
5. Telephone contact number (for any return calls - Usually a mobile number for the person making the call)

Other Emergency Contact Details	
State Emergency Service 132 500	Water/Sewer: 6770 3600 (Dumaresq Council)
Essential Energy (Electricity): 132 080	Telstra (Phones): 132 203
Elgas (Gas): 131 161	WorkCover: (BH) 131 050 (AH) 9214 9220

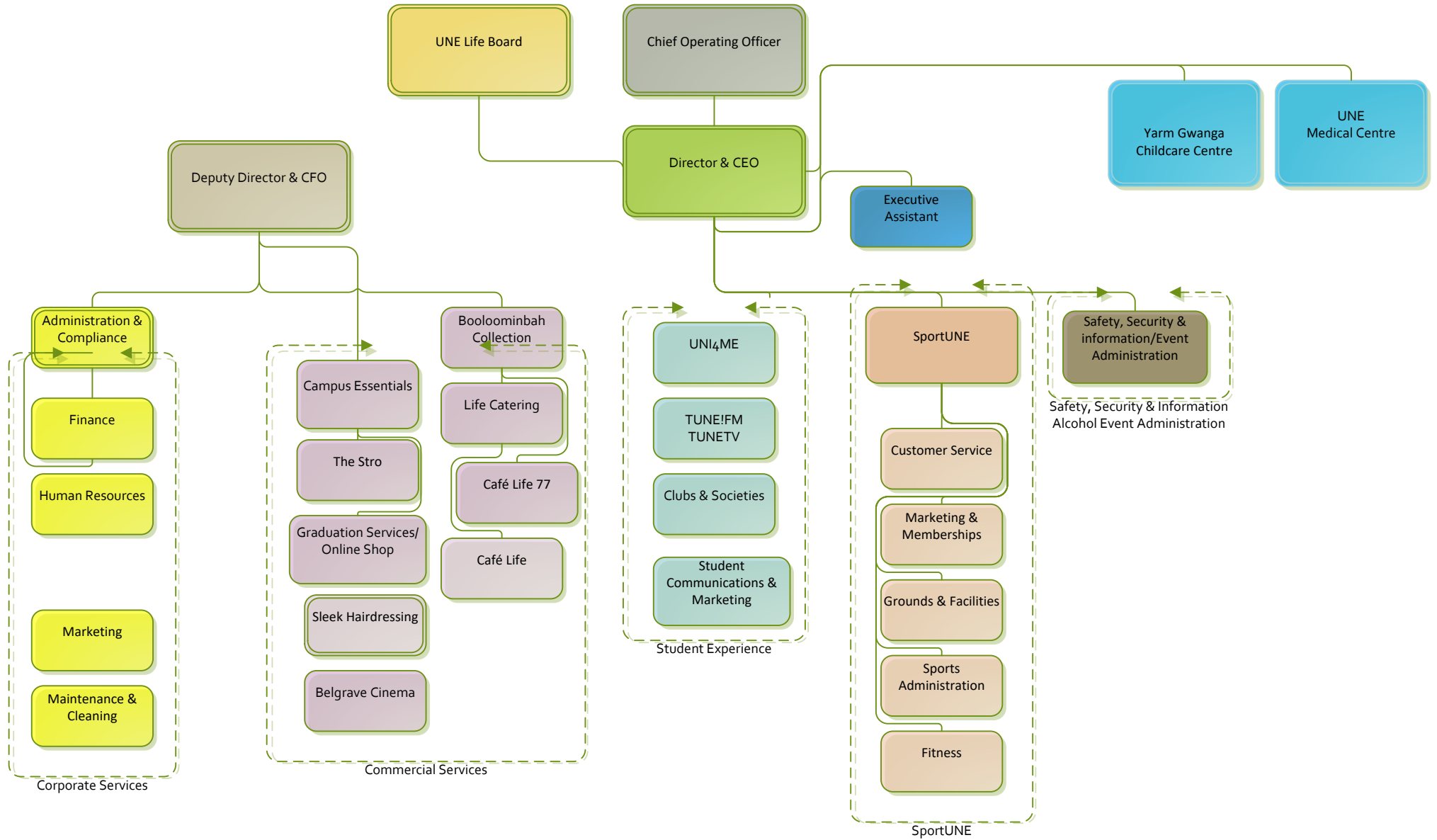
UNE Life Emergency Numbers

	Name	Location	Phone Number(s)
Director	David Schmude	Ground Floor Madgwick Hall – C008	(W) 6773 3071 (M) 0418 436 267
Deputy Director	Ashley Clee	Ground Floor Madgwick Hall – C008	(W) 6773 5160 (M) 0419 270 361
Madgwick Hall Wardens	Deb Hiscox Jill Tremayne Deb Cartledge	Ground Floor Madgwick Hall – C008	(W) 6773 2743
Madgwick Hall First Aid Officers	Deb Hiscox Adam Towie	Ground Floor Madgwick Hall – C008	(W) 6773 2743
Safety, Security & Information	Graham Watson	Academic Campus - Security Office – lower floor – Bistro C018 Bellevue Campus – Security Office – B89	(W) 6773 5705 (M) 0428 865 951
Security Administration	Teresa Nelson	Security Office – lower floor – Bistro C018	(W) 6773 2099
Security Supervisors	Toby Redmond Michelle Elston Ben Rigby Lewis Pounder Simon Gee Albert Model	Mobile	(W) 6773 2099 (M) 0428 671 546
Food & Beverage Manager	Scott Leven	Booloominbah Collection S011	(W) 6773 5838 (M) 0475 988 010
Booloominbah Collection Wardens	Bonnie Erskin-Smith Alice Snyder Chris Moloney Nick Allingham Scott Leven	Booloominbah Collection S011	(W) 6773 5174
Booloominbah Collection First Aid Officers	Scott Leven Nick Allingham	Booloominbah Collection S011	(W) 6773 5174
Belgrave Cinema Manager	Ryan Why	Belgrave Cinema 145 Dumaresq St Armidale	(W) 6772 2856
Belgrave Wardens	Ryan Why Chloe Wheeler	Belgrave Cinema 145 Dumaresq St Armidale	(W) 6772 2856

Belgrave First Aid Officers	Ryan Why Chloe Wheeler Graeme Kreusler Josh Biudole Brock Townsend	Belgrave Cinema 145 Dumaresq St Armidale	(W) 6773 2856
Café Life Manager	Jenny Allan	Union Complex – Cafe Area – C018	
Café Life Wardens	Shane Chaffey Chris Moloney Jenny Allan	Union Complex – Cafe Area – C018	
Café Life First Aid Officers	Jenny Allan	Union Complex – Cafe Area – C018	
Campus Essentials	Leanne Brien	Union Complex Shops (Belshaw Wing) C017	(W) 6773 3073
Campus Essentials Wardens	Leanne Brien Alison Lemon	Union Complex Shops (Belshaw Wing) C017	(W) 6773 3073
Campus Essentials First Aid Officers	Pramuan Watkins Alison Lemon	Union Complex Shops (Belshaw Wing) C017	(W) 6773 3073
Sleek Hair Manager	Bec Bainivalu	Union Complex Shops (Belshaw Wing) C017	(W) 6773 2461
Sleek Hair Warden	Lee Brien Pramuan Watkins Alison Lemon	Union Complex Shops (Belshaw Wing) C017	(W) 6773 2461
Sleek Hair First Aid	Alison Lemon Pramuan Watkins	Union Complex Shops (Belshaw Wing) C017	(W) 6773 2461
Sport UNE Centre Manager	Tom Bower	Sport UNE S032	(W) 6773 5852 (M) 0421 443 224
Sport UNE Centre Wardens	Tom Bower Rhys Porter	Sport UNE S032	6773 5181
Sport UNE Centre First Aid Officers	Tom Bower Hayden Clarke Xanthe Barratt Rhys Porter Johannah Bartlett Rebecca Passey Shjarn Winkle Susan Northey Christine Hall Brigid Thomas Liam Edmunds Roberta Thompson Margaret Invernon Thomas Dunshea Sophie Bartlett	Sport UNE S032	6773 5181

The Stro/Cleaners/Stores Manager	Mitch Barnden	Union Complex – Bistro Area – C018	
The Stro/Cleaners/Stores Manager Wardens	Mitch Barnden	Union Complex – Bistro Area – C018	
The Stro/Cleaners/Stores Manager First Aid	Mitch Barnden	Union Complex – Bistro Area – C018	
Tune FM Manager	Tania Court	Union Complex C018	(w) 6773 2399
Tune FM Wardens	Tania Court	Union Complex C018	(w) 6773 2399
Tune FM First Aid	Tania Court(in process of getting accredited)	Union Complex C018	(w) 6773 2399
Student Support Manager	Tom Fisher	Union Complex Shops (Belshaw Wing) C017	(w) 6773 2506
Student Support Wardens	Tom Fisher	Union Complex Shops (Belshaw Wing) C017	(w) 6773 2506
Student Support First Aid	Tom Fisher	Union Complex Shops (Belshaw Wing) C017	(w) 6773 2506

Appendix B: Organisational Chart



Appendix C: Business Impact Analysis

As part of the BCP Business Units will undertake a Business Impact Statement which will use the information in your Risk Management Plan to assess the identified risks and impacts in relation to critical activities of your business and determine basic recovery requirements.

Business unit:[UNE Life]

Critical Business Activities may be defined as primary business functions that must continue in order to support your business.

Critical Business Activity	Description	Impact Rating	Impact of losses [Describe losses in terms of health & safety, revenue, cost, students, staff, service delivery, reputation, organisation, legal/statutory]]	Maximum Tolerable Outage	Vital Records/Artifacts [List vital paper records, specimens, historical relics, works of art, musical equipment, specimens, animals or equipment]																				
		<table border="1"> <tr><td>Severe</td><td style="background-color: red;"></td></tr> <tr><td>Major</td><td style="background-color: orange;"></td></tr> <tr><td>Moderate</td><td style="background-color: yellow;"></td></tr> <tr><td>Minor</td><td style="background-color: lightgreen;"></td></tr> <tr><td>Insignificant</td><td style="background-color: white;"></td></tr> </table> (For details - See next page)		Severe			Major		Moderate		Minor		Insignificant		<table border="1"> <tr><td><4hrs</td><td style="background-color: red;"></td></tr> <tr><td>1 day</td><td style="background-color: orange;"></td></tr> <tr><td>2 days</td><td style="background-color: yellow;"></td></tr> <tr><td>1 week</td><td style="background-color: lightgreen;"></td></tr> <tr><td>2 weeks</td><td style="background-color: lightblue;"></td></tr> <tr><td>> 1 month (specify)</td><td style="background-color: white;"></td></tr> <tr><td>Variable</td><td style="background-color: grey;"></td></tr> </table>	<4hrs		1 day		2 days		1 week		2 weeks	
Severe																									
Major																									
Moderate																									
Minor																									
Insignificant																									
<4hrs																									
1 day																									
2 days																									
1 week																									
2 weeks																									
> 1 month (specify)																									
Variable																									
Administration Centre	Payroll	Severe	Not paying people on time, reputation, legislative requirements with Safety & Security for time and attendance.	Variable – depending on pay cycle	Virtual Server - All information including Time Target, Accounting system – ExoBuisness. These have legislative requirements.																				
	WHS	Moderate	Risk of not being legislatively compliant as per the WHS Act & Regulations	2 weeks																					
Safety, Security & Information	Security, access, ID's, emergency response team, transport, emergency service liaison, fire panels, evacuations	Severe	Health & Safety, service delivery, reputation.	<4hrs	Two way radio's, Uniforms, supervisors phone, vehicles,																				
Belgrave Cinema	Cinema movie theatre	Severe	Loss in revenue, service delivery & reputation	<4hrs	Stock and equipment																				

Food & Beverage	Stro	Severe	Loss in revenue, service delivery & reputation (particularly with functions towards the end of the calendar year)	Variable – Thursday night & Lunch times, functions	Kitchen Equipment, Stock refrigerated & frozen
	Booluminbah Kitchen – Collections, catering	Severe	Loss in revenue, service delivery & reputation (particularly with functions towards the end of the calendar year)	<4hrs	Kitchen Equipment, Stock refrigerated & frozen
	Café Life Kitchen - Functions/Catering, Café Life, Stro	Severe	Loss in revenue, service delivery & reputation (particularly with functions towards the end of the calendar year)	<4hrs	Kitchen Equipment, food beverages refrigerated & frozen
Campus Essentials	Newsagency Australia Post License Giftstore Graduation	Severe	Loss in revenue, amenity, service delivery & reputation (particularly with Graduations occurring three times during the year and Australia Post license conditions)	> 4hrs	Refrigerators/Food/ Beverages/Post equipment
Sleek Hair	Hair Salon	Insignificant	Revenue, service delivery	> 1 month	Dryers, electrical cutters, hair products, water equipment, stools/chairs
Student Support/Tune FM		Insignificant	Service to Students	>1month	Music formats
Sport UNE	Administration	Major	Revenue, service delivery	1 Week	

	Gym	Major	Revenue, service delivery	1 week	Gym equipment – 100 pcs. Pallet jack required to move as many pieces are extremely heavy.
	Studio 2	Insignificant	Revenue, service delivery	> 1 month	40 pieces of equipment
	Halls	Minor	Revenue, service delivery	>1 Month	
	Pool	Moderate	Revenue, service delivery	>1 Month	
	Consett Davis	Moderate	Revenue, service delivery	Variable	
	Bellevue Stadium	Major	Revenue, service delivery	Variable	
	Bellevue Oval	Insignificant	Revenue, service delivery	> 1 month	

Corporate Risk Impact Ratings (UNE Corporate Risk Management Rule – Framework)

Rating	Definition
1. Severe	The impact from the consequences of corporate risk, if they were to occur, would result in the BU’s Critical Business Activity being unachievable.
2. Major	The impact of the consequences of the corporate risk, if they were to occur, would render a significant proportion, or component, of the BU’s Critical Business Activity being unachievable.
3. Moderate	The impact of the consequences of the corporate risk, if they were to occur, would significantly obstruct the BU’s Critical Business Activity.
4. Minor	The impact of the consequences of the corporate risk, if they were to occur, would significantly delay or impair the BU’s Critical Business Activity.
5. Insignificant	The impact of the consequences of the corporate risk, if they were to occur, can be managed by the University so as to not impede the achievement of the BU’s Critical Business Activity

Appendix D: Business As Usual Planning

Identify in the table below a temporary office accommodation you can quickly access in an emergency situation. Two sites within UNE and two sites outside UNE for both short term and long term situations.

Within UNE for short term (< 1 week)

Rank	Type [UNE site – Lecture theatre, laboratory, residence etc.]	Address [Building number and name]	Equipment Available [List all the equipment available at the site – computers, furniture, photocopiers, phones, paper]	Resources Needed [List all the resources you will need in order to use this site as a temporary office – Software, backup, staff, beds, catering, buses/transport, counselling and any other equipment not already available at the location]	FTE [Full time equivalent staff needed to return to BAU]	Internal/External Interdependencies. Service Agreement in place? [Yes/No]
Administration 1	Sport UNE Office	SportUNE	Desks, computers, photocopier, phone, internet, stationary	UNE Life Drives – out of Madgwick server,	7	N/A
Administration 2	Tune FM/Student/Support	C018 Union Complex	Desks, 2 computers, Internet, phones, stationary	UNE Life Drives – out of Madgwick server, 5 laptops	7	N/A
Safety, Security & Information 1	Sport UNE office	Sport UNE – Sport UNE Drive, UNE	Desks, 2 computers, Internet, phones, stationary	UNE Server / Madgwick Server, 2 laptops		N/A
Safety, Security & Information 2	Tune FM/Student Support	C018 Union Complex	Desks, 2 computers, Internet, phones, stationary	UNE Server / Madgwick Server, 2 laptops		N/A
Food & Beverage 1	Mary White Kitchen	S178 Mary White – Dining hall & Kitchen	Ovens/Stoves, Deep fryers Dishwasher fridges freezer kitchen appliances and utensils, plates and cutlery	Utilities / Staff / Transport		N/A

Food & Beverage 2	Walters Cafe	Austin College Meredith Street UNE	Ovens/Stoves, Deep fryers Dishwasher fridges freezer kitchen appliances and utensils, plates and cutlery	Utilities / Staff / Transport		N/A
Campus Essentials 1 (Australia Post component)	UNE Mail Sorting	Teaching & Learning Central Dispatch and Central Stores				
Campus Essentials 2 (Australia Post component)	Café Life	C018 Union Complex				
Sport UNE 1	Admin: Madgwick Hall(lower level); Classes: Madgwick Hall(upper Level)	C008 Madgwick Hall Union Road UNE NSW 2350 02 6773 2349	Desks, Computers, Server Access Telephones Etc. Hall space / Class Equipment	Staff / UNE Service Access / Life Server Access / Laptops / Phones Staff Member	5	Personal Trainers - Yes
Sport UNE 2	Admin: Tune FM/Student Support Classes: Lazenby Hall	C018 Union Complex C016 Lazenby Hall	Desks, 2 computers, Internet, phones, stationary Hall Space / Class equipment	UNE Server / Madgwick Server, 2 laptops Staff Member	5	Personal Trainers - Yes

Outside UNE for short term (< 1 week)

Rank	Type	Address	Equipment Available	Resources Needed	FTE	Internal/External Interdependencies. Service Agreement in place?
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Administration 1	Home	Various	Desk, internet, phone	Photocopier, 7 Laptops, access to servers (UNE)	7	N/A
Administration 2	Town Library	2/182 Rusden St, Armidale Hours: Open · Closes 6PM PH: 6770 3636	Desks, internet, photocopier	Laptops – 7, server access (UNE)	7	N/A
Food & Beverage 1	Bidfood: order stock to deliver to UNE Life Head office	127 O'Dell Street Armidale NSW 2350 02 6776 7666	Prepackaged Food & Drinks	Sandwiches / Pies /Sausage Rolls / Beverages Etc		N/A
Food & Beverage 2	PFD Food Services – order stock to deliver to UNE Life Head office	255 Byron Street Inverell NSW 2360 026722 1700	Prepackaged Food & Drinks	Sandwiches / Pies /Sausage Rolls / Beverages Etc		N/A
Campus Essentials 1(Australia Post component)	Armidale West Post Office	Shop 16 Girraween Centre 5/4-10 Queen Elizabeth Drive, Armidale NSW 2350	All required equipment available	Redirection of mail by Australia Post to alternative Licensee.		N/A
Campus Essentials 2 (Australia Post component)	Armidale Post Office	58 Beardy St, Armidale NSW 2350 Hours: Open · Closes 5PM Phone: 13 13 18	All required equipment available	Redirection of mail by Australia Post to alternative Licensee.		N/A
Sport UNE 1	Admin: Home	Various	Desk internet Phone	Photocopier, 7 Laptops, access to servers (UNE)		N/A
Sport UNE 2	Admin: Tablelands Medical Clinic	110 Butler Street ARMIDALE NSW PH: 02 6773 2916	Desks, internet, phone, photocopier, UNE server	Photocopier, 7 Laptops, access to servers (UNE)		N/A

Within UNE for Long Term (>1 week)

Rank	Type	Address	Equipment Available	Resources Needed	FTE	Internal/External Interdependencies. Service Agreement in place?
Administration 1	Sport UNE Office	SportUNE	Desks, computers, photocopier, phone, internet, stationary	UNE Life Drives – out of Virtual server UNE	7	N/A
Administration 2	Tune FM/Student/Support	C018 Union Complex	Desks, 2 computers, Internet, phones, stationary	UNE Life Drives – out of Virtual server, 5 laptops	7	N/A
Safety, Security & Information 1	Sport UNE Office	SportUNE	Desks, computers, photocopier, phone, internet, stationary	UNE Life Drives – out of Virtual server,		N/A
Safety, Security & Information 2	Tune FM/Student/Support	C018 Union Complex	Desks, 2 computers, Internet, phones, stationary	UNE Life Drives – out of Virtual server, 5 laptops		N/A
Food & Beverage 1	Mary White Kitchen	S178 Mary White – Dining hall & Kitchen	Ovens/Stoves, Deep fryers Dishwasher fridges freezer kitchen appliances and utensils, plates and cutlery	Utilities / Staff / Transport		N/A
Food & Beverage 2	Walters Cafe	Austin College Meredith Street UNE	Ovens/Stoves, Deep fryers Dishwasher fridges freezer kitchen appliances and utensils, plates and cutlery	Utilities / Staff / Transport		N/A
Campus Essentials 1(Australia Post Component)	UNE Mail Sorting	Teaching & Learning Central Dispatch and Central Stores	Scanner / Post equipment	Utilities / Staff		N/A

Campus Essentials 2 (Australia Post component)	Café Life	C018 Union Complex	Floor space for mail collection area	Utilities / Staff		N/A
Sport UNE 1	Admin: Madgwick Hall(lower level); Classes: Madgwick Hall(upper Level)	C008 Madgwick Hall Union Road UNE NSW 2350 02 6773 2349	Desks, Computers, Server Access Telephones Etc. Hall space / Class Equipment	Staff / UNE Service Access / Life Server Access / Laptops / Phones Staff Member	5	Personal Trainers – Yes
Sport UNE 2	Admin: Tune FM/Student Support Classes: Lazenby Hall	C018 Union Complex C016 Lazenby Hall	Desks, Computers, Server Access Telephones Etc. Hall space / Class Equipment	Staff / UNE Service Access / Life Server Access / Laptops / Phones Staff Member	5	Personal Trainers – Yes

Outside UNE for Long Term (>1 week)

Rank	Type	Address	Equipment Available	Resources Needed	FTE	Internal/External Interdependencies. Service Agreement in place?
Administration 1	Home	Various	Desk, internet, phone	Photocopier, 7 Laptops, access to servers (UNE)	7	N/A
Administration 2	Tablelands Medical Clinic	110 Butler Street Armidale PH: 02 6773 2916	Desks, internet, phone, photocopier, UNE server	UNE Virtual Server	7	N/A
Food & Beverage 1	Bidfood: order stock to deliver to UNE Life Head office	127 O'Dell Street Armidale NSW 2350 02 6776 7666	Prepackaged Food & Drinks			

Food & Beverage 2	PFD Food Services – order stock to deliver to UNE Life Head office	58 Beardy St, Armidale NSW 2350 Hours: Open · Closes 5PM Phone: 13 13 18	Prepackaged Food & Drinks	Sandwiches / Pies /Sausage Rolls / Beverages Etc		N/A
Campus Essentials 1	Armidale West Post Office	Shop 16 Girraween Centre 5/4-10 Queen Elizabeth Dr, Armidale NSW 2350	All required equipment available	Redirection of mail by Australia Post to alternative Licensee		N/A
Campus Essentials 2	Armidale Post Office	58 Beardy St, Armidale NSW 2350 Hours: Open · Closes 5PM Phone: 13 13 18	All required equipment available	Redirection of mail by Australia Post to alternative Licensee		N/A
Sport UNE 1	Admin : Home Classes: Newling Campus	Various Cnr Mossman /Faulkner St, Armidale NSW 2350	Desks, 2 computers, Internet, phones, stationary Hall Space	Photocopier, 7 Laptops, access to servers (UNE) Gym Equipment / Staff	5	N/A
Sport UNE 2	Admin: Tablelands Medical Clinic Classes: Armidale Ex-Services Club Fields / Ovals / Hockey NE / Cricket Fields / Pool when back in action / Mountain Bike Tracks	110 Butler Street Armidale PH: 02 6773 2916 137 Dumaresq St, Armidale NSW 2350 Phone: (02) 6776 0800	Desks, internet, phone, photocopier, UNE server. Hall Space	UNE Virtual Server Staff / Gym Equipment	5	N/A N/A

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Contacts

List all contacts to enable you to continue BAU as listed above including Interdependencies [Suppliers/Contractors (external inputs), Service Provider Support (Internal inputs) and Dependents (Outputs)]

Contact Type	Organisation Name	Contact Name	Title	Address	Phone
UNE Office Space Allocation	UNE – FMS	Cameron Marshall	Strategic Development Manager	FMS N05	6773 3368 cmarsha5@une.edu.au
IT room setup	UNE - ITD	N/A	ITD	In person: Dixson Library Service Desk, Level 2 Dixson Library (C31)	Webform: http://une.service-now.com/sp_it Telephone: +61 (2) 6773 5000 or toll-free 1800 763 040 Email: servicedesk@une.edu.au
Food – stock to deliver to UNE Life Head office	Bidfood			127 O'Dell Street	6776 7666
Prepackaged Food & Drinks - Sandwiches / Pies /Sausage Rolls / Beverages Etc	PFD Food Services			19 Wright Pl, Armidale NSW 2350	Hours: Open · Closes 5PM Phone: 6772 1544
Redirection of mail by Australia Post to alternative Licensee	Armidale West Post Office			Shop 16 Girraween Centre 5/4-10 Queen Elizabeth Dr, Armidale NSW 2350	6772 3719

Redirection of mail by Australia Post to alternative Licensee	Armidale Post Office	Kerrie Williams BDM Level 2, 219-241 Cleveland St Strawberry Hills NSW 2012		58 Beardy St, Armidale NSW 2350 Hours: Open · Closes 5PM	13 13 18 Kerrie Williams –Business Development Manager M 0472830976
Hockey New England	UNE Fields	Dr Peter LYE			02 – 6773-3018
Armidale UNE Outlaws Baseball		Mick Alldis			0477 397 565
New England Mountain Bike Association		Peter Hoskings			0409292310
Rugby		Robb St Albies JNERU : Simon Stuart NERU : Dave Clifton			Robb - Jamie Moore 0438 627 736 St Alberts - Jason LINCOLN 5733 5200 Simon Stuart – 0407398526 Dave Clifton - 02) 6772 0966
Netball NSW		Mardi Aplin			MAplin@netballnsw.com. Phone: (02) 6362 6623 Mobile: 0448 080 830
UNE Sports Science		Professor Neil Smart			02 6773 4076

Rural Fit		Bronte Pearce			0431064173

Appendix E: Rehearse, Maintain & Review

It is critical that you rehearse your plan to ensure that it remains relevant and useful. This may be done as part of a training exercise and is a key factor in the successful implementation of the plan during an emergency.

- A training schedule must be prepared for all people who may be involved in an emergency at the site.
- Pay attention to staff changes.
- If you change your organisational structure or suppliers/contractors this must be amended on your plan.

Training Schedule

Training Date	Training Type	Comments

Appendix F: After Action Review Template

The climate surrounding an AAR must be one in which the participants openly and honestly discuss what transpired, in sufficient detail and clarity, so everyone understands what did and did not occur and why.

Most importantly, participants should leave with a strong desire to improve their proficiency.

- a) An AAR is performed as immediately after the event as possible by the personnel involved.
- b) The leader's role is to ensure skilled facilitation of the AAR.
- c) Reinforce that respectful disagreement is OK. Keep focused on the what, not the who.
- d) Make sure everyone participates.
- e) End the AAR on a positive note.

After Action Review

Business Unit:

Date:

What was planned?
[]
What actually happened?
[]
Why did it happen?
[]
What can we do next time? (Correct weaknesses/sustain strengths)
[]
Who needs to know? Does the BCP need to be updated?
[]

Records Storage Instructions

The completed Business Continuity Plan must be recorded in TRIM Container a17/1752 utilising a TRIM license in your School/Business Unit.