



**SHIRE OF DENMARK
BUSINESS CONTINUITY
&
RECOVERY PLAN**
ADMINISTRATION BUILDING
953 South Coast Hwy

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

CONTENTS	PAGE
1. INTRODUCTION	2
2. AIM	2
3. OBJECTIVES	2
4. AUTHORITY AND PLANNING RESPONSIBILITY	3
5. RECOVERY MANAGEMENT PRINCIPLES AND CONCEPTS	3
6. BUSINESS CONTINUITY RECOVERY COMMITTEE	3
Responsibilities	3
Tasks	4
Membership of the Committee	4
Business Continuity Co-ordinator	5
7. RECOVERY ACTIONS AND PLANNING STRATEGIES	5
Human Resource Management Strategies	5
Community Involvement Strategies	5
Accountability Strategies	6
Recovery Information Strategies	6
Financial and Insurance Strategies	6
8. RISK ASSESSMENT	7
9. INFORMATION TECHNOLOGY BACKUP PROCEDURE	9
10. SHIRE OF DENMARK RECORD KEEPING PLAN.....	10
APPENDIX	
Appendix 1 Transition from Response to Recovery Form	14
Appendix 2 Administration Building Damage Assessment Form	16
Appendix 3 Business Recovery Plan Template	19
Appendix 4 Business Continuity Recovery Committee Report Proforma	21
Appendix 5 Contact List	22
Appendix 6 Emergency Agency/Service Providers Contact List	23
Appendix 7 Alternative Office Accommodation Locations	28
Appendix 8 Risk Assessment Matrix Charts	29
Appendix 9 LGIS Property Scheme Documentation	32
Appendix 10 Summary of Works and Services Provided by the Shire of Denmark	38
Appendix 11 Plan Revisions and Updates	41

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

1. INTRODUCTION

The Shire of Denmark provides works and services to a community of over 5000 residents. The Administration Building is essential to the provision of these works and services and this Plan has been prepared to assist and guide staff and other key personnel in the recovery of business services in the event of a catastrophic incident at this facility.

Following the impact of severe damage or complete loss to the Shire of Denmark's Administration Building there will exist a need to reinstate the core business assets and services of the Council in a timely manner.

The community looks toward the Shire for leadership and continuity of the service it provides.

This recovery effort is a coordinated process of all parties involved in:

1. Reconstruction of the physical infrastructure; and
2. Restoration of core business services.

Recovery activities will normally commence in conjunction with emergency response activities but will continue for an extended period after response activities have concluded.



2. AIM

The aim of this Plan is to outline the recovery management arrangements for the Shire of Denmark in the event of partial and/or total loss of the Administration Building and provide clear direction to staff on the process to prompt resumption of Council operated services.

It is acknowledged that the Plan will need to contain sufficient flexibility to respond to the unique circumstances of such an event and will require ongoing review and amendment as new information and technology becomes available.

3. OBJECTIVES

The objectives of the plan are to:

1. Prescribe the organisation, concepts, responsibilities and procedures for the effective management of business continuity following serious damage to the Administration building.

2. Establish a basis for coordination between departments and third parties that may become involved in the recovery effort.
3. Provide a framework and guidelines for business continuity and recovery processes.

4. AUTHORITY AND PLANNING RESPONSIBILITY

In order to ensure consistency and continuity, this plan has been prepared as part of the Shire of Denmark's Local Emergency Management Arrangements.

5. RECOVERY MANAGEMENT PRINCIPLES AND CONCEPTS

Business recovery and continuity efforts contained within this Plan have been prepared in accordance with recovery principles and concepts detailed in the State Emergency Management Recovery Plan and in the Australian Emergency Management Services – Community Recovery Plan. Both of these documents are available on request from the Shire of Denmark.

6. BUSINESS CONTINUITY RECOVERY COMMITTEE

The Shire of Denmark Business Continuity Recovery Committee is responsible for the implementation of this Plan following an incident that has destroyed or damaged the Administration Building.

Activation of the Committee is initiated by the Shire President and Chief Executive Officer, in liaison with the Local Emergency Coordinator and other responsible agencies, who determine the need to activate the Business Continuity Recovery Plan and convene the Business Continuity Recovery Committee. (Refer Appendix 1 & 2)

COMMITTEE RESPONSIBILITIES

Responsibilities of the Committee include;

1. Undertake assessment of damage incurred (Refer to Appendix 3).
2. Assess the recovery requirements for the event and ensure that appropriate strategies are put in place.
3. Prepare a Recovery Plan (Refer to Appendix 4) that;
 - Includes an assessment of the immediate needs of the community and determines which functions are still required.
 - Takes account of local government long term planning and goals.
 - Develops a timetable for completing the major recovery actions.
 - Allows maximum input from the local community for comment and decision making purposes.
 - Effectively uses the State and Commonwealth agencies.
 - Allows consultation with all relevant stakeholders, and
 - Establishes Key Performance Indicators (KPIS) to re-establish normal business activities.
4. Facilitate the acquisition and appropriate application of material, staff and financial resources necessary to ensure an effective recovery response.
5. Contribute to the resolution of community relayed issues which may emerge during the recovery process.

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

6. Ensure that both the immediate and long-term individual and community needs are met in the recovery process;
7. Monitor the progress of recovery and provide periodic reports to the Shire Council, staff and community (Refer to Appendix 5).
8. Arrange for the conduct of a debriefing of all participating agencies and organisations as soon as possible after stand-down and submission of post operations report.

COMMITTEE TASKS

Tasks of the Committee arising from these responsibilities include;

1. Organise and manage the resources, staff and systems necessary for the immediate and long term recovery.
2. Liaise, consult and, where necessary, coordinate, local government departments in order to achieve the most effective and appropriate recovery.
3. Establish close relationships and provide information to the government agencies, key stakeholders, community and media.
4. Develop a close and positive working relationship with staff.
5. Be partially distanced from the immediacy of the event and consider the overall recovery process in establishing priorities and anticipating future requirements.
6. Form sub-committees as required to implement specified recovery tasks.
7. Establish financial and insurance reporting procedures.
8. Amend and reprioritise works and service contained within Municipal Budget to cater for recovery response.

MEMBERSHIP OF THE COMMITTEE

The Business Continuity Recovery Committee comprises a core membership plus additional personnel depending on the type and magnitude of the event.

The Business Continuity Recovery Committee is comprised of the following members;

- Shire President (Presiding Officer)
- Chief Executive Officer/Business Continuity Coordinator
- Director of Finance and Administration
- Director of Community and Regulatory Services
- Director of Infrastructure Services
- Director of Planning and Sustainability
- Principal Building Surveyor
- Principal Environmental Health Officer
- Information Technology Coordinator
- Office Supervisor/Records Manager
- Human Resource/Risk Management Officer
- Other members as required, drawn from Shire staff, government and non-government organisations, who can provide specialist advice to the Committee.

It is envisaged that the recovery effort will be managed through regular meetings of the Business Continuity Recovery Committee estimated to be twice a day initially, to ensure development, implementation and monitoring of the Business Continuity Recovery Plan.

BUSINESS CONTINUITY CO-ORDINATOR

The Business Continuity Coordinator is the Shire of Denmark Chief Executive Officer.

7. RECOVERY ACTIONS AND PLANNING STRATEGIES

To assist the Business Continuity Recovery Committee and Coordinator, a listing of recovery activities that may need to be undertaken, together with suggested strategies has been prepared as follows.

RECOVERY ACTIONS

- Identify short term office accommodation (Refer to Appendix 8).
- Surveying and assessment of the damage (Refer to Appendix 3).
- Identify essential office equipment and resources to maintain service provision.
- Repairing and/or replacing public utilities, services and assets.
- Reinstatement of Information Technology systems.
- Plan for total recovery effort and establish timeframes for completion.

Appendix 7 provides a list of major suppliers to use by the Committee to re-establish business operations.

RECOVERY PLANNING STRATEGIES

1. Human Resource Management Strategies

The Business Continuity Recovery Committee shall brief all staff as soon as practically possible after the event, such briefing to include;

- Response process and implications for staff (payroll, leave, etc.)
- Advise of counselling and other similar services available.
- Ongoing updates to be provided by the Coordinator on a daily basis in the first instance or more frequently if required.

2. Community Involvement Strategies

It will be important for the local community to be kept informed of ongoing recovery efforts.

In order to assist the recovery effort, input and assistance should be sought from local businesses, community organisations and individuals who can fulfil an identified need, such input and assistance to include;

- Promote community awareness and education of the incident and business continuity and recovery efforts.
- Maintain continuous liaison between volunteer groups and community organisations.
- Create opportunities for local decision making.
- Maintain a co-operative relationship with community.
- Use local suppliers where possible.

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

3. *Accountability Strategies*

- Ensure all staff are involved in the Recovery Plan.
- Ensure recovery efforts are documented for record keeping, financial and insurance purposes.
- Ensure community that there is accountability in the use of resources and contingencies in place.

4. *Recovery Information Strategies*

Provide regular updates to the local community and stakeholders on;

- Current state and extent of the event.
- Actual and proposed official response.
- Desired community response to recovery and continuity issues.
- Financial and Insurance issues.

5. *Financial and Insurance Strategies*

Local Government Insurance Services (LGIS) provide a valuable advisory service to Western Australian local government and an immediate priority of the Business Continuity Recovery Committee is to make contact with LGIS to obtain all requirements and paperwork required to submit claims and assist with the assessment of all financial implications for the Shire of Denmark.

A summary of current insurance arrangements relevant to an incident at the Administration Centre is as follows;

- Administration Centre building insured for replacement cost of \$3,991,324.00
- Administration Centre contents and artworks insured for replacement value of \$939,027.00
- Insurance cover also includes;
 - Business Interruption - ie loss of revenue
 - Claims preparation costs - ie valuations, etc to substantiate claims
 - Increased cost of working - ie hire of equipment, new/temporary office set up.

Refer to full insurance policy for full details (attached).

(Information current for 2011/12 financial year).



Picture 2 – Town of Claremont Office Fire November 2010

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

8. RISK ASSESSMENT

Refer to Risk Assessment Matrix Charts (Appendix 9)

Risk Assessment Matrix – Level of Risk

	Insignificant	Minor	Moderate	Major	Catastrophic
Bush Fire	✓				
Transport Accident	✓				
Earthquake	✓				
Urban / Structure Fire		✓			
Severe Storm			✓		
Terrorist Incident	✓				
Tsunami	✓				
Flood	✓				

Likelihood of Risk – Bush Fire

RISK No.	RISK STATEMENT	LIKELIHOOD RATING	CONSEQUENCE RATING	LEVEL OF RISK
01	There is a risk that a bush fire will cause damage to the Shire Administration Building	C	4	H
02	There is a risk that a bush fire will create a short or long term interruption to Shire core business	C	3	M
03	There is a risk that a bush fire will cause loss of hard copy records	D	3	M
04	There is a risk that a bush fire will cause loss of hard copy records inside Archives Storage Container at the depot	D	3	M

Likelihood of Risk – Transport Accident

RISK No.	RISK STATEMENT	LIKELIHOOD RATING	CONSEQUENCE RATING	LEVEL OF RISK
05	There is a risk that a Transport Accident will cause damage to the Shire Administration Building	D	2	L
06	There is a risk that a Transport Accident will create a short or long term interruption to Shire core business	D	2	L
07	There is a risk that a Transport Accident will cause loss of hard copy records inside the Shire Building	E	3	L
08	There is a risk that a Transport Accident will cause loss of hard copy records inside Archives Storage Container at the depot	C	3	M

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

Likelihood of Risk – Earthquake

RISK No.	RISK STATEMENT	LIKELIHOOD RATING	CONSEQUENCE RATING	LEVEL OF RISK
09	There is a risk that a Earthquake will cause damage to the Shire Administration Building	E	5	M
10	There is a risk that a Earthquake will create a short or long term interruption to Shire core business	E	3	L
11	There is a risk that a Earthquake will cause loss of hard copy records inside the Shire Building	E	3	L
12	There is a risk that a Earthquake will cause loss of hard copy records inside Archives Storage Container at the depot	E	3	L

Likelihood of Risk – Urban/Structure Fire

RISK No.	RISK STATEMENT	LIKELIHOOD RATING	CONSEQUENCE RATING	LEVEL OF RISK
13	There is a risk that a Urban/Structure Fire will cause damage to the Shire Administration Building	D	4	M
14	There is a risk that a Urban/Structure Fire will create a short or long term interruption to Shire core business	D	4	M
15	There is a risk that a Urban/Structure Fire will cause loss of hard copy records inside the Shire Building	D	3	M
16	There is a risk that a Urban/Structure Fire will cause loss of hard copy records inside Archives Storage Container at the depot	D	3	M

Likelihood of Risk – Severe Storm

RISK No.	RISK STATEMENT	LIKELIHOOD RATING	CONSEQUENCE RATING	LEVEL OF RISK
17	There is a risk that a severe storm will cause damage to the Shire Administration Building.	D	4	H
18	There is a risk that a severe storm will create a short or long term interruption to Shire core business.	D	1	L
19	There is a risk that a severe storm will cause loss of hard copy records inside the Shire Building.	D	3	M
20	There is a risk that a severe storm will cause loss of hard copy records inside Archives Storage Container at the depot.	E	4	M

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

Likelihood of Risk – Terrorist Incident

RISK No.	RISK STATEMENT	LIKELIHOOD RATING	CONSEQUENCE RATING	LEVEL OF RISK
21	There is a risk that a Terrorist Incident will cause damage to the Shire Administration Building	E	4	M
22	There is a risk that a Terrorist Incident will create a short or long term interruption to Shire core business	E	4	M
23	There is a risk that a Terrorist Incident will cause loss of hard copy records inside the Shire Building	E	4	M
24	There is a risk that a Terrorist Incident will cause loss of hard copy records inside Archives Storage Container at the depot	E	4	M

Likelihood of Risk – Tsunami

RISK No.	RISK STATEMENT	LIKELIHOOD RATING	CONSEQUENCE RATING	LEVEL OF RISK
25	There is a risk that a Tsunami will cause damage to the Shire Administration Building	E	4	M
26	There is a risk that a Tsunami will create a short or long term interruption to Shire core business	E	4	M
27	There is a risk that a Tsunami will cause loss of hard copy records inside the Shire Building	E	4	M
28	There is a risk that a Tsunami will cause loss of hard copy records inside Archives Storage Container at the depot	E	4	M

Likelihood of Risk – Flood

RISK No.	RISK STATEMENT	LIKELIHOOD RATING	CONSEQUENCE RATING	LEVEL OF RISK
29	There is a risk that a Flood will cause damage to the Shire Administration Building	D	4	M
30	There is a risk that a Flood will create a short or long term interruption to Shire core business	D	4	M
31	There is a risk that a Flood will cause loss of hard copy records inside the Shire Building	D	4	M
32	There is a risk that a Flood will cause loss of hard copy records inside Archives Storage Container at the depot	D	4	M

* Please refer to Appendix 9 for additional details and background information.

9. INFORMATION TECHNOLOGY BACKUP PROCEDURE

BACKUP PROCEDURES FOR ELECTRONIC RECORDS

Two separate daily backup records are kept of the complete server system and retained on a “USB” Hard Drive System, rotated every six (6) days. Annual backups are also taken at system rollover at end of the financial year.

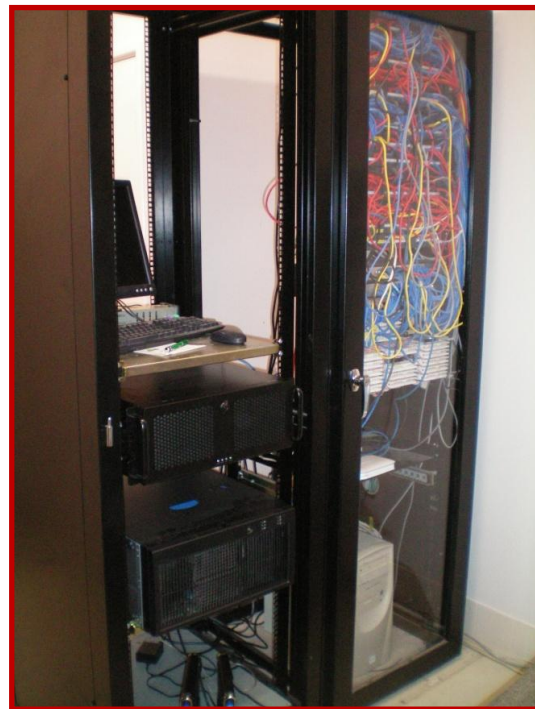
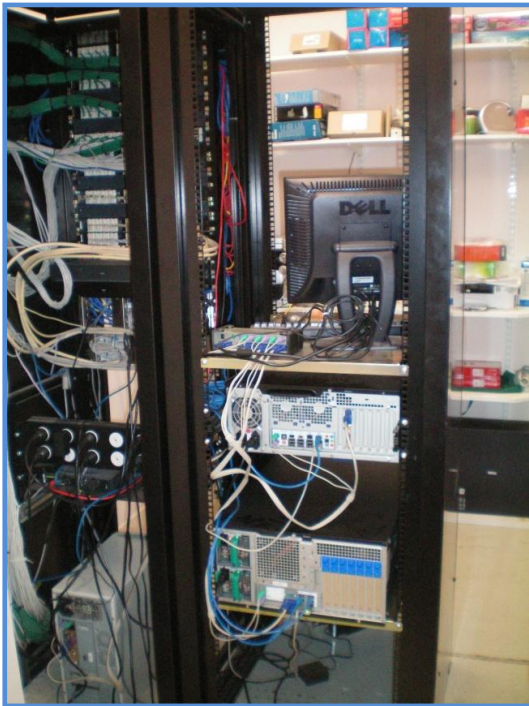
SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

Annual backups are retained in the safe in accordance with the Local Government Retention and Disposal Schedule. Electronic backups of the Shire of Denmark critical computer records are held onsite in the fire proof safe.

STORAGE OF BACKUPS OF ELECTRONIC RECORDS

Electronic backups of the Shire of Denmark computer records are held onsite in the fire proof safe. Daily backup records are kept of the complete SYNERGY database and all other network systems. Daily backups are retained on a hard drive backup system with a ten (10) day rotation.

Annual backup are also taken at “system rollover” and end of year. Annual backups are retained in the safe in accordance with the Local Government Retention and Disposal Schedule.



(Information Technology Server Room)

10. SHIRE OF DENMARK RECORD KEEPING PLAN

ASSESSMENT OF THE RISKS

ONSITE RECORDS STORAGE

The Shire of Denmark has its current, active, some inactive and archival records located onsite at the Shire of Denmark, South Coast Highway, Denmark.

The active files are stored in large metal compactus that are sited in a fire rated file room, within the Administration building and kept locked at night. Access to the Archives Room is by a key which is held by the Records Officer.

The Legal Documents including leases and agreements and Council Minutes and Agendas as well as Shire registers and other Corporate Records along with server backup tapes, are stored in a fire proof safe within the Administration building. The safe is locked every night with limited staff access to the key.

The Administration Building is air conditioned during working hours and has smoke alarms and an electronic intruder alarm system.

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

The majority of inactive files and old archival records are stored in a secure, fire proof and vermin proof facility on appropriate shelving within the Administration building compound.

Excess records awaiting disposal are stored in secure, fire proof and vermin proof facilities on site until transported to offsite facility.

The main threat to records stored onsite comes from fire or vandalism. With the onsite storage conditions as described the risk, is assessed as low.

OFFSITE RECORDS STORAGE, INCLUDING OFFSITE USE OF RECORDS (where applicable)

The Shire of Denmark has its disposal scheduled record's storage, located in an offsite storage facility at Councils Depot, Zimmerman Street, Denmark.

The records are stored on metal shelving in fireproof and vermin proof facility. The facility is locked at all times and the keys held at the Shire Administration Office in the Safe. Access to the facility is via the Records Officer.

The storage facility is situated away from the other buildings to minimise the threat if there was a fire in nearby buildings.

The Depot is locked at 4.00pm every working day. The keys are held by the Works Supervisor.

The main threat to records stored at the offsite records storage facility comes from fire or vandalism.

With the offsite storage conditions as described the risk is assessed as low.

Vital records in hard copy are stored in a locked, fire resistant safe, accessible to CEO, Director of Finance & Administration and Records Officer. Many of these records have been copied and the copies are placed on the relevant files and are used for all normal business activities.

BACKUP PROCEDURES FOR ELECTRONIC RECORDS

Two separate daily back-up records are kept of the complete server system and retained on a "USB" Hard Drive System, rotated every six (6) days. Annual back-ups are also taken at system roll-over at the end of financial year.

Annual back-ups are retained in the safe in accordance with the Local Government Retention and Disposal Schedule. Electronic backups of the Shire of Denmark critical computer records are held onsite in the fire proof safe.

SECURITY

The following security measures are in place at the Shire of Denmark's Administration Building to ensure the security of its records, both hard copy and electronic and authorised access to them:

- Hard copy records are stored in a lockable compactus accessible only to staff.
- Archives and State Records are kept in a locked fire proof facility accessible by keys held by Records Officer.
- Electronic records are backed up on a regular basis as described previously and stored in fire proof strongroom.

STORAGE REVIEWS

The storage facilities utilised by the Shire of Denmark are reviewed on a yearly basis to ensure that conditions are appropriate for the organisation's records. The latest review conducted in 2011 found that both onsite and offsite facilities were adequate for the storage of the Shires current records storage requirements.

RECOVERY OF LOST INFORMATION

The Shire of Denmark has formalised a set of quick response strategies to recover lost information should a disaster occur.

In the event of an incident, the following recovery procedures can be undertaken:

1. In the event that hard copies are lost or damaged – it is estimated that electronic copies of 40-50% of documents are available. Most documents created by Shire Officers are retained and backups kept electronically. If original hard copy documents provided by third parties are lost at least some will be able to be replaced by contacting the third party for replacement. As of April 2010, following the implementation of an Electronic Record Keeping System, in the event of a catastrophic disaster, recovery of correspondence will be ensured 100% for reference to correspondence and approximately 90% for electronically stored copies of correspondence.
2. Financial records on the Synergy Soft system are fully backed up electronically.
3. In the event of computer network malfunction, records will be retrievable through backup tapes which are made daily of the entire server system.

The Shire has as of April 2010 installed an electronic mail recording system that has assured the recording of all documents received are created as electronic versions. This will increase the recovery of lost information opportunity in the case of a disaster.

IDENTIFIED AREAS FOR IMPROVEMENT

- Preparation of Business Continuity Plan.
- Improved archive capacity.
- Improved archive storage conditions.

STORAGE OF BACKUPS OF ELECTRONIC RECORDS

Electronic backups of the Shire of Denmark critical computer records are held onsite in the fire proof safe. Daily back-up records are kept of the complete SYNERGY data base and all systems. Daily back-ups are retained on a hard drive backup system with a ten day rotation.

Annual back-ups are also taken at “system roll-over” and end of year. Annual back-ups are retained in the safe in accordance with the Local Government Retention and Disposal Schedule.

QUANTITY OF RECORDS

The Shire of Denmark holds:

- 8² metres of temporary records stored onsite;
- 25² metres of temporary records stored offsite;
- 50² metres of State archives stored onsite; and
- 0² metres of State archives stored offsite.

ASSESSMENT OF THE IMPACTS OF DISASTERS

The Shire of Denmark Business Continuity & Recovery Plan that will detail the assessment of the impact of an incident and the recovery of lost information.

The Shire of Denmark is accommodated in a near new building which incorporates substantial fire and intruder alarm system connected to a remote 24 hour monitoring system.

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

STRATEGIES IN PLACE FOR PREVENTION AND RESPONSE

The building has hardwired smoke alarms as well as security alerted intruder alarms. The daily procedures for Administration include processes for ensuring that all doors and windows are locked and the building armed.

This will enable quick and effective response in the event of fire or intruder access.

VITAL RECORDS

Vital records has been identified for the Shire of Denmark as computer backup tapes, certified copies of Council's Minutes and Agenda's, contracts, leases and agreements, Personnel files, Owners & Occupiers applications and electronic versions of the Owners and Occupiers Roll, along with certified copies of the consolidated rolls used at times of elections.

Also included in the vital records list are hard copy versions of Council registers, land titles and management orders, current and historical Denmark Cemetery records, a complete electronic copy of all Council amended public and internal forms and templates, Shire of Denmark blank cheque bases and manual credit card transaction facilities.

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

Appendix 1 – Transition from Response to Recovery Form

Purpose – To document handover of the premises from relevant Hazard Management Agency to Local Government.

Transition from Response to Recovery Form

The purpose of this form is to document the effect the incident has had on the organisation and community at the time of handover from emergency response to recovery.

This document will assist the Business Continuity Recovery Committee in the commencement of the recovery process and provide a record of issues, notes, etc that may be relevant to the handover.

The document is also regarded as the official handover from the Incident Management Team by the Incident Controller and the Local Recovery Coordinator to the Business Continuity and Recovery Committee.

Incident Details:		Date	Time
Incident/Emergency Name:			
Incident/Emergency Number:			
Incident Controller Name & Contact:			
Hazard Management Agency:			
Business Recovery Coordinator Name & Contact:			
Date and Time of Handover Meeting:			
Description of Affected Area:			
Map Attached:	Yes / No		

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

REPORT PREPARED BY:

Name: _____

Date: _____

Time: _____

Signature: _____

HANDED OVER BY:

Incident Controller

Name: _____

Date: _____

Time: _____

Signature: _____

HANDED OVER TO:

Business Continuity Coordinator

Name: _____

Date: _____

Time: _____

Signature: _____

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

Appendix 2 – Administration Building Damage Assessment Form

Administration Building Damage Assessment Form

Purpose – To document damage to premises.

Denmark Shire Administration Building 953 South Coast Hwy Damage:	
Notes:	
Number/Type of Buildings Destroyed:	
Notes:	

Include an attachment of any additional damage.

What records have been damaged or destroyed?

Record any available information about damage or losses records.

Description of Records Damage:	
Notes:	
Number/Type of Records Destroyed:	
Notes:	

Include an attachment of any additional damage.

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

Have any essential equipment been destroyed/damaged?

Record any available information about damage or losses to essential equipment.

Equipment Type	Location	Contact Person	Estimated Restoration Time
Computer			
Phones			
Furniture			
Vehicles			
Stationery			

Include an attachment of any additional damage.

Have any essential services been destroyed/damaged?

Record any available information about damage or losses to essential services.

Service Type	Location	Contact Person	Estimated Restoration Time
Gas			
Phone			
Power			
Roads			
Water			

Include an attachment of any additional damage.

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

Are there any road blocks in place?

Is there any other relevant information regarding the disruption of essential services or damage/losses in general?

Appendix 3 – Business Recovery Plan Template

Purpose – To provide a template for Business Continuity Recovery Committee to develop Business Recovery Plan.

Business Recovery Plan Template

Denmark Business Continuity Recovery Committee

Incident (type at location): _____

Date of Incident: _____

Section 1

Introduction

Background on the nature of the emergency or incident.

Aim or purpose of the plan.

Authority for plan.

Section 2

Assessment of Recovery Requirements

Details of loss and damage to Shire of Denmark Administration Buildings.

Estimates of costs of damage.

Temporary relocation requirements.

Section 3

Organisational Aspects

Details the composition, structure and reporting lines of the groups/committees and those appointed to various positions including the Business Continuity Recovery Coordinator.

Section 4

Operational Aspects

Details resources available and required.

Redevelopment Plans (includes mitigation proposals).

Reconstruction restoration programme and priorities, (including estimated timeframes).

Includes programs, strategies and policies for mitigation against future Incidents.

Includes the local government program for community services restoration.

Public information dissemination.

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

Section 5

Administrative Arrangements

Administration of recovery funding and other general financial issues.

Policy and administration (including policies and strategies for office, furniture and equipment details for additional temporary personnel).

Section 6

Conclusion

Summarise goals, priorities and timetable of plan.

Signature:

Chairperson Business Recovery Coordinating Committee

Signed by: (PRINT NAME)

Date: _____

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

Appendix 4 – Business Continuity Recovery Committee Report Proforma

Purpose – To provide a template for the Business Continuity Recovery Committee to report to Council on damage and progress towards full recovery.

Business Continuity Recovery Committee Report Proforma

RECOVERY REPORT

Shire of Denmark Business Continuity Recovery Committee

Report No: _____

To: President Denmark Shire Council

Situation Update: *Should include full damage report (once only) and estimated amount in dollars, work in progress including estimated completion dates, details of difficulties or problems being experienced.*

Proposed Activities: *Should include plans and strategies for resumption of normal services (where appropriate), plans for mitigation works, dates of commencement and completion of reconstruction works, possible disruption of activities of other agencies.*

Special Assistance:

Requirements: *Includes support from other agencies.*

Financial Issues: *May include support from Shire for additional funding from Council.*

Recommendations:

Signature: _____

Name: (PRINT NAME) _____

Position Title: _____

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

Appendix 5 – Contact List

Purpose – To provide a list of critical contacts for ready reference by Committee and Co-ordinator (in the event of loss of records in days after incident).



Contact List

Name	Position	Contact Number
Dale Stewart	Chief Executive Officer/ Business Continuity Coordinator	
Ross Thornton	Shire President	
Garry Bird	Director of Finance and Administration	
Gregg Harwood	Director of Community and Regulatory Services	
Rob Whooley	Director of Infrastructure Services	
Annette Harbron	Director of Planning and Sustainability	
Graham Blackmore	Principal Building Surveyor	
Robert Ohle	Environmental Health Officer	
Dick Dimmock	Senior Ranger	
Mark Halse	Ranger	
Nathan Hall	Community Emergency Services Manager	
Steve Broad	Accountant	
Peta Leiper	Office Supervisor/Records Manager	
Barry Moore	Manager of Works and Services	
David Atkin	Shire Works Supervisor	
Damian Schwarzbach	Manager Recreation Services	
Marcia Chamberlain	Human Resources	

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

Appendix 6 – Emergency Agency/Service Providers Contact List

Purpose – To provide a list of critical suppliers who will play an important role in recovery processes for ready reference by Committee and Co-ordinator (in the event of loss of records in days after incident)

Emergency Agency Contact List

Service Provider	Priority 1 is high	Service	Contact Action	Phone	Contact Name
ARM Security	1	Security Alarm Monitoring	Report emergency – ARM will contact South Coast Security Service, whom will attend the emergency and then call 000 / relevant service providers	08 9328 3666	
Fire and Rescue Service – Town	1	Fire Suppression and Rescue	Inform of fire and proceed with fire suppression and rescue of injured persons	000 for immediate Fire Brigade attendance (112 mobile phones)	Gary Stanway – Town Captain
St John Ambulance	1	First Aid	Inform of casualties / injured and proceed with medical assistance	000 for Ambulance (112 mobile phones); 08 9848 1090 for post recovery first aid supplies	Tegan in post recovery period ONLY
WA Police Service	1	Policing	Inform of destruction of building and proceed with investigation into cause	000 for immediate Police attendance (112 mobile phones); 08 9848 0500 for post recovery ONLY	Helen – Denmark Reception

Service Providers Contact List (current as at 8th March 2012)

Service Provider	Priority 1 is high	Service	Contact Action	Phone	Contact Name
ABA Security	2	Security Alarm Servicing	Amend and set up service to new/temporary premises	08 9841 7828	Judy or Roydon
AEC Systems	4	AutoCAD Civil 3D software	Amend subscription and purchase new software	1300 368 609	Paul Elstone
Albany Refrigeration and Air-conditioning	4	Air-conditioner maintenance	Cancel service contract; Sign service contract for new/temporary premises	08 9842 2277	Angela Office Manager

Appendix 6 – Service Providers Contact List

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

Albany Stationers	3	Stationery	Purchase new stationery for new/temporary premises	08 9841 7417	Jessica, Jill, Carl
APRA	4	Music on hold license/Background Music License	Amend service to new/temporary premises	1300 852 388	Licensing Services
Dept of Local Government	2	Local Government State Administrator	Request support; For information on matters of compliance during recovery period	1800 620 511	
Dept of Transport	2	Council is an agent for Licensing	Cancel agency; Reconsider continuation of agency at new/temporary premises	1800 354 928	Customer Service Centre
DNA Software	4	Ranger Database software	Purchase new software	0417 829 680	Bruce Smith
ESRI	4	ArcView GIS software	Purchase new software		
IT Vision	3	SynergySoft/Synergy Plus/Universe software	Request recovery of any data they may have; Purchase new software for new/temporary premises	08 9315 7000	Angelo Nardi – first point of contact; Glenn Summerfield – for assistance in setting up new software
Landgate	4	State Mapping and Valuation Services	Inform of new contact details	08 9273 7341 Customer Service; 08 9273 7309 Revenue Team	Customer Service; Elaine Cook – Revenue Officer
Lapins IT Services	1	Information Technology services	Request immediate recovery and installation of essential servers and data within 4 – 6 hour turnaround in temporary premises; Request recovery and status of all other computer data in post recovery period, including installation of new computer hardware and software in new/temporary premises.	0401 546 546 0448 882 248	Darren Lapins, Helen Lapins
LGIS	2	Insurance	Claim for insurance; Seek advice on replacement/purchasing of new items/property; Change insurance schedule particulars; LGIS will probably outsource to a Loss Adjusting Firm to broker the insurance claim, including advising costs to be covered in setting up new/temporary premises and reducing out-of-pocket expenses and not maxing out claim limits	08 9483 8862 08 9483 8866	Brian Eckhart in the first instance; Chloe McPhee if Brian is not available

Appendix 6 – Service Providers Contact List

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

Lincolns	3	Auditor	Request recovery of any data they may have	08 9841 1200	Receptionist – to put request to Accountant who deals with the Shire of Denmark (currently Chris and Russell Harrison)
McLeods	2	Legal	Legal advice and representation after destruction of premises; Recovery of copies of legal documents	08 9424 6226 08 9383 3133	Denis McLeod
NAB	2	Banking	Inform of new/temporary premises; Inform of merchant facility destruction; Cancel destroyed credit cards, cheque forms, NABconnect tokens and order new ones	08 9848 0789	Linda Campbell or Geraldine Ross
Police Licensing Services	2	Firearm Licenses	Inform of firearm destruction and/or change of address	08 9223 7000 1300 171 011 (business hours)	
Protector Fire Services	4	Fire Equipment Services	Inform of destruction of onsite fire suppression equipment; Cancel or amend service to new/temporary premises	08 9841 7147	Jo Nairn
SOS Office Equipment	3	Photocopier/Printer/Fax/Scanner servicing	Inform of destruction of business machines they maintain; Purchase new machines for new/temporary premises; Amend service to new/temporary premises	08 9721 2211	Reception
Southern Lock and Safe	2	Keys, Locks	Order replacement keys (Garry and Dale to authorise), to arrive the next day	08 9721 8200	Administration
State Records Office WA	2	State Records Regulator	In first instance, implement Shire of Denmark Records Disaster Recovery Plan; Inform of destruction of records and seek assistance of Document Conservation Team; Request copies of any records that the Shire of Denmark requires to keep in-situ	08 9427 3365 Record keeping Services; 08 9427 3360 Search Room	Document Conservation Team; Search Room
WA Electoral Commission	2	Electoral Services	Inform of destruction of electoral rolls and other records; Seek assistance to recover electoral data	136 306	Main Office
WALGA	3	Local Government Association	Request advice in the post recovery state	08 9321 5055	
Zipform	2	Printers	Purchase emergency supply of rate notices and cheques	08 9455 2515	

Appendix 6 – Service Providers Contact List

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

Media

Albany Advertiser	4	Local Newspaper	Advertise relocation and new contact details	08 9216 2005	Allan Clayden, Marketforce
Denmark Bulletin	4	Local Newspaper	Advertise relocation and new contact details	08 9848 1777 0418 422 663	Patricia Gill
Dept of Premier and Cabinet	4	Publisher of Government Gazette	Advertise relocation and new contact details	08 9426 0012	Publications Officer
Walpole Weekly	4	Local Newspaper	Advertise relocation and new contact details	08 9840 1395	Mike Murphy
Weekender	4	Local Newspaper	Advertise relocation and new contact details	08 9216 2005	Allan Clayden, Marketforce
West Australian Newspapers	4	State Newspaper	Advertise relocation and new contact details		Allan Clayden, Marketforce

Other (Freight, Tourism, Business, etc)

Andimaps	4	Local mapping agent	Inform of new/temporary premises for new maps	08 9848 2404	Andi Adams
Australia Post	3	Postage/Freight	Inform local branch of new/temporary premises	08 9848 3627	Branch Manager – Denmark
Cleanaway	3	Recycling bin pickup	Amend service to new/temporary premises	1300 784 468	Administration
Courier Australia	3	Postage/Freight	Inform local branch of new-temporary premises	131 885	Administration
Denmark Chamber of Commerce	4	Local Business Association	Inform of new contact details	08 9848 2065	Administration
Denmark Express	4	Postage/Freight	Inform of new/temporary premises	08 9841 7484	
Denmark Haulage	4	Postage/Freight	Inform of new/temporary premises	08 9848 3311	
Denmark Visitor Centre	4	Local Visitor Centre	Inform of new contact details	08 9848 2055	
Hawk Transport	4	Postage/Freight	Inform of new/temporary premises	08 9841 7353 0408 409 371	Mike Barrett, Jenny Durance
MS & JA Farr	4	Postage/Freight	Inform of new/temporary premises	08 9848 1880 0429 117 382	Murray Farr
Toll Express	4	Postage/Freight	Inform of new/temporary premises	1300 550 360	Customer Service
Toll IPEC	4	Postage/Freight	Inform of new/temporary premises	1300 865 547	Customer Service
Unpaid Creditors	4		After data recover, use Electronic Purchase Order system to request invoices from suppliers whose invoices may have been destroyed		

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

Utilities (Communications, Gas, Power, Sewerage, Television, Water)

Denmark Technical Services	1	Radio communications	Request emergency radio communications equipment for continuity of service; Purchase new radio communications equipment for new-temporary premises	08 9848 2002 dentech@westnet.com.au	Mike Clark
FoxTel	4	Pay TV	Cancel service contract; Reconsider for new/temporary premises	1300 656 587	
Hudson Sewage Services	2	Biomax sewerage system maintenance	Contact within 3 days to flush out Biomax and fill with water to keep bacteria alive and prevent odours; Cancel/amend service contract	0427 939 480 08 9854 1001	Gary DeBoer Raelene DeBoer
Kleenheat	4	Bottled gas supplier	Cancel gas service and inform of bottle destruction	08 9848 1202	Thorntons Hardware / Mitre 10 Denmark
Telstra	2	Telecommunications	Inform fault line of destruction of fixed and mobile phones and arrange diversion of destroyed services to new/ temporary premises; Bring into operation the Shire of Denmark telecommunications redundancy plan; Arrange with Jayden Keeler the installation of emergency and then new telecommunications equipment	132 255 In the first instance; 0447 200 950 Jayden (office hours)	Fault line in the first instance to arrange phone diversions; Jayden Keeler to arrange emergency phones and internet capability
Water Corporation	3	Water supply	Inform of destruction of building and any water facilities; Amend annual service charges for the old premises; Open/amend service at new/temporary premises	131 375 Faults/ Emergencies; 131 385 Account enquiries	Faults / Emergencies in the first instance for burst piping; Account enquiries for amending of services
Western Power	1	Power supply	Arrange immediate disconnection of electricity to the site	000 To report emergency (112 mobile phones); 131 351 (24 hours) to report incident to Western Power	Faults and Emergencies

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

Appendix 7 – Alternative Office Accommodation Locations

Purpose – To provide a list of alternative premises that may be used depending on extent of damage.

Alternative Office Accommodation Locations

Possible alternative office locations (to be determined upon assessment of incident and damage if any).

Location	Address	Contact Number
Old Hospital Site	North Road	9848 0300
Denmark Recreation Centre	Brazier Street	9848 2044
Denmark Civic Centre	Strickland Street	9848 0300
Denmark Library	Strickland Street	9848 3006
Denmark Telecentre	Strickland Street	9848 2842

Possible relocation site for 'Engineering Department'.

Location	Address	Contact Number
Denmark Shire Depot	Zimmermann Street	0427 490 012

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

Appendix 8 – Risk Assessment Matrix Charts – Level of Risk

Purpose – To document and determine level of risk of an incident at Administration Centre.

LEVEL OF RISK MATRIX					
Qualitative Risk Analysis Matrix – Level of Risk*					
Consequences Likelihood	Insignificant 1	Minor 2	Moderate 3	Major 4	Catastrophic 5
Almost Certain (A)	Medium	Medium	High	Extreme	Extreme
Likely (B)	Low	Medium	High	High	Extreme
Possible (C)	Low	Low	Medium	High	High
Unlikely (D)	Low	Low	Medium	Medium	High
Rare (E)	Low	Low	Low	Medium	Medium
E H M L	Extreme Risk High Risk Moderate Risk Low Risk	Immediate action required Senior management attention needed Management responsibility must be specified Manage by routine procedures			

DESCRIPTIONS OF LIKELIHOOD TABLE	
Descriptor	Description
Almost Certain (A)	It is expected to occur in most circumstances; and/or high level or recorded incidents and/or strong anecdotal evidence; and/or a strong likelihood the event will recur; and/or great opportunity, reason or means to occur; may occur once every year or more.
Likely (B)	Will probably occur in most circumstances; and/or regular recorded incidents and strong anecdotal evidence; and/or considerable opportunity, reason or means to occur; may occur once every five (5) years.
Possible (C)	Might occur at some time; and/or few, infrequent, random recorded incidents or little anecdotal evidence; and/or very few incident in associated or comparable organisations, facilities or communities; and/or some opportunity, reason or means to occur; may occur once every twenty (20) years.
Unlikely (D)	Is not expected to occur; and/or no recorded incidents or anecdotal evidence; and/or recent incidents in associated organisations, facilities or communities; and/or little opportunity, reason or means to occur; may occur once every hundred (100) years.
Rare (E)	May occur only in exceptional circumstances/ may occur once every five hundred (500) years or more.

Appendix 8 – Risk Assessment Matrix – Level of Risk

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

CONSEQUENCE TABLE						
Consequence Level	People	Environment	Economy	Public Administration	Social Setting	Infrastructure
Catastrophic (5)	Widespread multiple loss of life (mortality > 1 in 10,000) health system unable to cope, displacement of people beyond ability to cope	Widespread severe impairment or loss of ecosystem functions across species and landscapes, irrecoverable environmental damage	Unrecoverable financial loss >3% of the government sector's revenues, asset destruction across industry sectors leading to widespread business failures and loss of employment	Governing body unable to manage the event, disordered public administration without effective functioning, public unrest, media coverage beyond region or jurisdiction	Community unable to support itself, widespread loss of objects of cultural significance, impacts beyond social and psychological capacity in all parts of the community	Long term failure of significant infrastructure and service delivery affecting all parts of the community, ongoing external support at large scale required
Major (4)	Multiple loss of life *mortality >1 in 100,000), health system over-stressed, large numbers of people displaced (more than 24 hours)	Severe impairment or loss of ecosystem functions affecting may species or landscapes progressive environmental damage	Financial loss 1-3% of the government sector's revenues requiring major changes in business strategy to (partly) cover loss, significant disruptions across industry sectors leading to multiple business failures and loss of employment	Governing body absorbed with managing the event, public administration struggles to provide merely critical services loss of public confidence in governance, media coverage beyond region or jurisdiction	Reduced quality of life within the community, significant loss or damage to objects of cultural significance, impacts beyond emotional and psychological capacity in large parts of the community	Mid to long term failure of significant infrastructure and service delivery affecting large parts of the community, initial external support required
Moderate (3)	Isolated cases of loss of life (mortality >1 in 1,000,000) health system operating at maximum capacity, isolated cases of displacement of people (less than 24 hours)	Isolate but significant cases of impairment or loss of ecosystem functions, intensive efforts for recovery required	Financial loss 0.3 0 -1% of the government sector's revenues requiring adjustments to business strategy to cover loss. Disruptions to selected industry sectors leading to isolated cases of business failure and multiple loss of employment.	Governing body manages the event under emergency regime, public administration functions with some disturbances, isolated expression of public concern, media coverage within the region or jurisdiction	Ongoing reduced services within the community, permanent damage to objects of cultural significance, impacts beyond social and psychological capacity in some parts of the community	Mid-term failure of (significant infrastructure and service delivery, affecting some parts of the community, widespread inconveniences
Minor (2)	Isolated cases of serious injuries, health system operating within normal parameters	Isolated cases of environmental damage one-off recovery efforts repaired	Financial loss 0.1 – 0.3% of the government sector's revenues requiring activation of reserves to cover loss, disruptions at business level leading to isolated cases of loss of employment	Governing body manages the event under emergency regime, public administration functions with some disturbances, isolated expression of public concern, media coverage within region or jurisdiction	Isolated and temporary cases of reduced services within community, repairable damage to objects of cultural significance, impacts with emotional and psychological capacity of the community	Isolated cases of short-to-mid-term failure of infrastructure and service delivery, localised inconveniences
Insignificant (1)	Near misses or minor injuries, no reliance on health system	Near misses or incidents without environmental damage no recovery efforts required	Financial loss >0.1% of the government sector's revenues, to be managed within standard financial provisions, inconsequential disruptions at business level.	Governing body manages the even within normal parameters, public administration functions without disturbances, public confidence it governance, no media attention	Inconsequential short term reduction in services, no damages to objects of cultural significance, no adverse emotional and psychological impacts	Inconsequential short term failure of infrastructure and service delivery, no disruption to the public services

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Appendix 9 - LGIS Property Scheme Documentation

LGIS Property Scheme

NOTE: Where a coverage heading incorporates provision for an amount to be inserted (e.g. Sub-Limit) but no amount is recorded, no cover is provided under this policy.

MEMBER	Shire of Denmark	
MEMBERSHIP NUMBER	000027	
ABN AND ITC DETAILS	ABN:	24 355 062 623 ITC: 100.00%
BUSINESS	Local Government	
PERIOD OF PROTECTION	From: 30/06/12 at 4 PM Local Time WA.	
To:	30/06/13 at 4 PM Local Time WA. and any further period for which the Insurer(s) agrees to provide cover.	
GEOGRAPHICAL SCOPE	Australia	
JURISDICTIONAL SCOPE	Australia	
GOVERNING LAW OF CONTRACT	Australian	
SUMMARY OF COVER	Industrial Special Risks	Covered
	Machinery Breakdown	Not Covered
	Electronic Equipment	Covered
	General Property	Covered
SCOPE OF COVER	<p>Section 1 – Insured risks of physical loss, destruction or damage to property not specifically excluded in the policy wording; and</p> <p>Additional Cover.</p> <p>Machinery Breakdown This Section provides protection for repair costs following breakdown of Machinery and Pressure Equipment whilst located at the Member’s situation/s.</p> <p>Electronic Equipment Breakdown This Section provides protection for repair costs following breakdown of Electronic Equipment whilst located at the Member’s situation/s.</p> <p>General Property This Section covers Accidental Loss or Damage to all items of portable property, such as, but not limited to mobile phones, ipads, laptop computers, survey equipment, Mayoral Chains and Medallions, sound meters, water testing kits, cameras, whilst away from the premises anywhere in Australia and whilst in Transit.</p> <p>Section 2 – Resultant Consequential Loss (Business Interruption)</p>	

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

INTEREST PROTECTED **Section 1 - Material Loss or Damage**

All real and personal property of every kind and description (except as excluded in the Protection Policy Document) belonging to the Member or for which the Member is responsible or has assumed responsibility to insure prior to the occurrence of any damage including all such property in which the Member may acquire an insurable interest during the Period of Protection.

Section 2 - Consequential Loss

Item 1: Gross Revenue/Increase Cost of Working
Item 2: Loss of Rent Receivable/Increase Cost of Working
Item 3: Claims Preparation and Proving Costs
Item 4: Additional Increased Cost of Working
Item 5: Accounts Receivable

LIMITS OF LIABILITY

Maximum Limit of Liability shall apply to all Members on an Any One Event basis

Sections 1 and 2 Combined:\$600,000,000 Any One Event

Other than:

Named Cyclone North of the 26 th parallel	\$35,000,000
Flood	\$35,000,000
Acquired Properties/companies	\$5,000,000

Applicable to all Members in the Aggregate on an Any One Event basis.

LGIS Property Scheme

Self-Insured Retention	\$12,000,000
Primary Layer	Not Insured
1st Excess of Loss	Not Insured
2nd Excess of Loss	Not Insured
3rd Excess of Loss	Not Insured
4th Excess of Loss	Not Insured
Total Limit of Liability	\$12,000,000

Traditional Insurance

Self-Insured Retention	Not Insured
Primary Layer	\$100,000,000
1st Excess of Loss	\$100,000,000
2nd Excess of Loss	\$100,000,000
3rd Excess of Loss	\$100,000,000
4th Excess of Loss	\$200,000,000
Total Limit of Liability	\$600,000,000

Member Limits of Liability

Individual Limits and Sub-limits apply per member, per event as declared on that Member's Certificate of Membership or Schedule but always limited to the Scheme Limits of Liability as shown above.

MUTUAL FUND SELF RETENTION

In the aggregate over all claims from Member Councils \$12,000,000

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

DECLARED VALUES IN ACCORDANCE WITH THE BASIS OF SETTLEMENT

Section 1 - Material Damage	\$39,897,742
General Property (Multi Risk) or as specified on the Schedule	\$100,000
Section 2 – Consequential Loss	
TOTAL	\$41,185,742

SUB-LIMIT(S) OF LIABILITY

Unless otherwise stated below, the following sub-limits of liability will apply on a per member, per event basis for all coverage's provided, and are part of, not in addition to, the above limit(s) of liability.

Section 1 - Material Loss or Damage

Accidental Damage	\$500,000
Burglary and/or Theft	\$250,000
Rewriting of Records	\$100,000
Money	\$250,000
Personal Property (Any one employee/Councillor/ Elected Member/ Visitor)	\$10,000
Plate Glass	Replacement Value
Book Debts	\$100,000
Fusion	\$50,000
Locks and/or Keys	\$100,000
Clearance of Drains	\$250,000
Art, antiquities, curious and pottery (any one item limit of \$200,000 unless otherwise specified)	\$1,000,000
Statutory Fees	\$50,000
Temporary Removal and Limited Transit (Land Based Only)	\$50,000
Landscaping	\$100,000
Gates and Fences	\$1,000,000
Expediting Expenses	\$1,000,000
Extinguishment Expenses	1% of Total Asset Value per situation
	or \$1,000,000 whichever is lesser
Exploratory Costs	\$100,000
Customers Property	\$500,000
Customs and Excise and other duties	\$1,000,000
Spoilage of Refrigerated Goods	\$100,000
Miscellaneous Structures and Equipment (any one event)	\$2,000,000
Further limited to the lesser limits for any one item or any one situation as listed below. In the event of an asset value exceeding the prescribed limit no cover will be granted unless declared by the member on the schedule.	
Street signs and/or parking meters and/or street lights and/or lamp posts	\$15,000
Bus shelters and/or public seating	\$20,000
Public ablution blocks	\$10,000

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

Signs (other than street signs) \$10,000 per sign
Structures and/or equipment of all types at sporting grounds and/or ovals and/or parks and/or gardens and/or playgrounds and/or reserves where the total value of such items does not exceed \$150,000
Reticulation systems including pumps (and related wiring), pipe work and sprinklers where the total asset value of such reticulation systems does not exceed \$40,000

Statues and/or structures and/or sculptures and/or other works of art and/or culture in the open air; not exceeding \$50,000 per situation

Jetties and/or boat ramps where the value of assets so described does not exceed \$10,000 per situation

Gates and/or fences and/or landscaping and/or foreshore and/or Street Furniture beautification where the value of assets does not exceed \$50,000 per situation

Windmills and/or bore pumps and/or tanks and/or radio towers and/or solar panels where the value of assets does not exceed \$20,000 per situation

Video surveillance cameras where the of assets does not exceed \$10,000 per situation

Street banners and/or Christmas decorations and/or flagpoles where the value of assets does not exceed \$10,000 per situation

Extra Cost of Reinstatement

Where the Situation has not been professionally valued \$2,000,000
or 10% of Situation whichever is the lesser.

Where the Situation has been professionally valued (and Said Provisions Accounted for), the value or % assigned in the valuation in the Situation Limit of Indemnity will apply, up to the maximum Any One Event across all Situations of the Member of \$20,000,000

Removal of Debris

Where the Situation has not been professionally valued \$2,000,000
or 10% of Situation whichever is the lesser.

Where the Situation has been professionally valued (and Said Provisions Accounted for), the value or % assigned in the valuation in the Situation Limit of Indemnity will apply, up to the maximum Any One Event across all Situations of the Member of \$20,000,000

Architects and professional Fees

Where the Situation has not been professionally valued \$2,000,000
or 10% of Situation whichever is the lesser.

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

Where the Situation has been professionally valued (and Said Provisions Accounted for), the value or % assigned in the valuation in the Situation Limit of Indemnity will apply, up to the maximum Any One Event across all Situations of the Member of \$20,000,000

Additional Cover

Machinery Breakdown

Each and every claim or series of claims arising out of the one event Not Insured

Electronic Equipment Breakdown

Each and every claim or series of claims arising out of the one event \$200,000

Transit Risks \$10,000

General Property/Multi Risks

Any one item, unless individually specified in declared Asset Schedule \$10,000

Section 2 – Business Interruption

Item 1: Loss of Revenue / Item 2: Loss of Rent Receivable \$1,063,000

Item 3: Claims Preparation Costs \$25,000

Item 4: Additional Increased Cost of Working \$100,000

Item 5: Accounts Receivable \$2,000,000

Public Utilities (land based only) \$5,000,000

Prevention of Access \$5,000,000

Unnamed Suppliers/Customers Premises \$1,000,000

Government Incentives unless otherwise declared under Gross Revenue \$100,000

Fines and Penalties \$10,000

INDEMNITY PERIOD

12 Months

DEDUCTIBLE/EXCESS

Individual Deductibles apply as per Member's Certificate of Membership

Standard (Any One Loss or series of Losses arising out of Any One Event) \$1,000

Earthquake (Refer to Policy Wording for full description) 1% or \$20,000 whichever is the lesser Any One Event

Personal Property-whilest on Councils premises listed on Schedule \$250 Any One Event

Named Cyclone Excess \$50,000 Any One Event (Refer to Policy Wording for full description)

Machinery Breakdown Not Applicable Any One Event

Electronic Breakdown – Section 1 \$250 Any One Event

Electronic Breakdown – Section 2 48 hours

General Property \$100 Any One Event

Public Utilities (Land Based Only) 72 hours

Prevention of Access 72 hours

PROTECTION POLICY WORDING AND CONDITIONS

1. LGIS Property Scheme and Excess of Loss Policy Document V03.2011
2. Members Certificate of Membership and Property Register
3. Scheme Rules

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

Appendix 10 - Summary of Works and Services Provided by the Shire of Denmark

Purpose – To provide a summary of works and services to assist Committee to plan recovery and business continuity.

Summary of Works and Services Provided by the Shire of Denmark

Program	Sub-Program	Works and Services
Governance	<ul style="list-style-type: none"> - General Administration - Elected Member Management - Civic Receptions 	<ul style="list-style-type: none"> - Reception - Front Counter - Payroll - Creditors/Debtors - Finance - Records - Insurance/s - Fees & Charges
General Purpose Funding	<ul style="list-style-type: none"> - Rates - Municipal Investments - Grants Commission 	
Law, Order and Public Safety	<ul style="list-style-type: none"> - Fire Prevention - Emergency Services Levy - Animal Control - SES - Other 	<ul style="list-style-type: none"> - Volunteer Management - Fire Fighting - Vehicle Maintenance - Building Maintenance - LEM Committee - Reserve Fire Management - Strategic Fire Access Route Maintenance
Health Inspection / Administration		<ul style="list-style-type: none"> - Food Analytical Expenses - Water Sampling - Food Premises Inspection
Education and Welfare		<ul style="list-style-type: none"> - Youth Scholarship - Day Care Centre - Youth Services – Tha House - Aged Services - Disability Services
Housing	<ul style="list-style-type: none"> - Lionsville S/S Loans 	
Community Amenities	<ul style="list-style-type: none"> - Town Planning - Protection of the Environment - Sanitation - Other Community Amenities 	<ul style="list-style-type: none"> - Refuse Collection - Tip Maintenance - Recycling Services - Waste Disposal City of Albany - Street Bin Collection - Tip Passes - Public Convenience Maintenance - Cemetery Maintenance - Environmental Programs - Processing Planning Requests/Applications - GIS Systems - Heritage Matters

Appendix 10 - Summary of Works and Services Provided by the Shire of Denmark

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

<p>Recreation and Culture</p>	<ul style="list-style-type: none"> - Civic Centre & Public Halls - Swimming Areas - Other Sport & Recreation - Television Re-Broadcasting - Library - Recreation Centre - Other Culture 	<ul style="list-style-type: none"> - Civic Centre Maintenance - Community Halls - RSL Halls - Ocean Beach Patrols - Parks & Reserves Maintenance - Walk Trail Maintenance - TV Tower Maintenance – Peaceful Bay, Weedon Hill - Library Services - Library Building Maintenance - Building Maintenance - Centre Programs - Gymnasium - Sports Star Award - Community Bus - Kiosk - Museum Maintenance - Art Building Maintenance - J/C Bandstand - Cultural Dev Fundraising - Denmark Arts Fundraising - Old Hospital Maintenance - Telecentre
<p>Transport</p>	<ul style="list-style-type: none"> - Streets, Road & Bridges - Road Plan Purchases - Traffic Control - Aerodrome Maintenance 	<ul style="list-style-type: none"> - Roadworks Maintenance - Bridge Maintenance - Footpath Maintenance - Bus Shelter Maintenance - Street Lighting - Roadwise Program - Depot Maintenance - Road Funding/Grant Programs - Acquisition & Disposal of Plant - Vehicle Inspections - Vehicle/Drivers Licences, etc - Airstrip Maintenance - Airport Leases
<p>Economic Services</p>	<ul style="list-style-type: none"> - Rural Services - Tourism and ARBA promotion - Building Control - Saleyards - Lime Quarry - Plant Nursery 	<ul style="list-style-type: none"> - Weed Control - Vermin - Water Standpipes - Denmark Visitor Centre Contribution - DVC Marketing - Visitor Centre Maintenance - Chamber of Commerce XMAS - Peaceful Bay Water - Tidy Towns contribution - Parry Beach Camp Bound - Caravan Park Leases - Shopping Bags - Building Permits - Queries - Shire Building Inspection - Saleyards Maintenance

Appendix 10 - Summary of Works and Services Provided by the Shire of Denmark

SHIRE OF DENMARK BUSINESS CONTINUITY AND RECOVERY PLAN

		<ul style="list-style-type: none"> - Commercial Leases - Quarry Maintenance & Operations - Royalties - Nursery Maintenance - Nursery Programs
Other Property & Services	<ul style="list-style-type: none"> - Private Works - PWOH - Plant - S & W - Stock 	<ul style="list-style-type: none"> - Private Works - O/S Staff – O/heads - Chiltern Road Reserve - Works Insurances - Risk Management Program - Maintenance of Shire Fleet - Gross Payroll - Stock Centred

Appendix 11 – Plan Revisions and Updates

Purpose – To provide reference of revisions and updates to Plan in ensuing year.

Plan Revisions and Updates

