Business Continuity

The Business Continuity Policy, along with associated Business Continuity Plans (BCP's), seeks to minimise the impact a disruptive incident could have on the business functions of Pinarc.

Specifically, this policy confirms Pinarc's commitment to adopting BCP's that:

- At all times consider the needs of our customers, aiming to minimise disruption or change to their service as much as possible.
- Prioritise the health and safety of customers and staff
- Identify critical business functions
- Ensure maximum possible service levels are maintained
- Ensure we recover from interruptions as quickly as possible.
- Minimise the likelihood and impact (risk) of interruptions
- Allocate appropriate resources to manage disruptions and resume business
- Are routinely reviewed and updated

Policy Statement

Pinarc is committed to proportionate business continuity planning, to avoid and mitigate risks associated with a disruption of service delivery and business operations. BCP's guide the actions required before, during and after an event to maintain the viability of Pinarc and services to customers.

Roles and responsibilities

The Board oversees the governance of risk and compliance, and manages material business risk. Governance includes approving major decisions affecting the organization's risk profile or exposure.

The Chief Executive Officer (CEO) has responsibility for Business Continuity Management for the organisation. This includes risk identification, business continuity planning and implementing BCP's. The CEO has delegated authority to activate Business Continuity Plans and will advise the Board as soon as possible when a BCP is activated.

Business Continuity Plans

Pinarc has Business Continuity Plans to guide organisational responses to different causes of interruption. These plans are designed, wherever possible, to ensure continuation of essential services and the swift reinstatement of any services and/or programs requiring temporary closure.

At a minimum, Business Continuity Plans have:

- Clear steps for BCP activation
- Risk identification and mitigation strategies – including identifying services critical to customer health, safety and wellbeing
- Clear delegation of authority and succession order
- Communication plan guidelines
- Alternative ways to delivery programs
- Resourcing plans
- Key personnel/key roles succession plan

In restoring essential services and programs requiring temporary closure, Pinarc recognises that non-critical business operations may need to operate at a reduced level and will require time to resume full capability and performance.

Review processes

This policy and BCP's will be reviewed regularly as part of the periodic-review schedule.

In addition, BCP's will be reviewed, or developed, when a need is identified through usual risk management processes

BCP's will undergo a full review anytime Pinarc has activated a BCP, when the organisation returns to business as usual. Customer experience will be a key part of the review process. The outcome of the review is reported to the Board through the Quality and Risk Subcommittee.

Regular scenario testing of key components of BCP's occur according to the Quality Check schedule.

BCP testing is suspended while Pinarc is working under a BCP, or within 12 months of standing down from business continuity.