

# GUIDELINES

**Guideline Title:** Critical Incident and Business Continuity Management Guidelines

**Guideline Owner:** Chief Risk Officer

This guideline supports the University to operationalise the *Critical Incident and Business Continuity Management Policy (CIBCM Policy)* and must be complied with.

[Intent](#)

[Organisational Scope](#)

[Definitions](#)

[Guideline Content](#)

[Accountabilities and Responsibilities](#)

[Related Documents](#)

[Contact Information](#)

[Approval History](#)

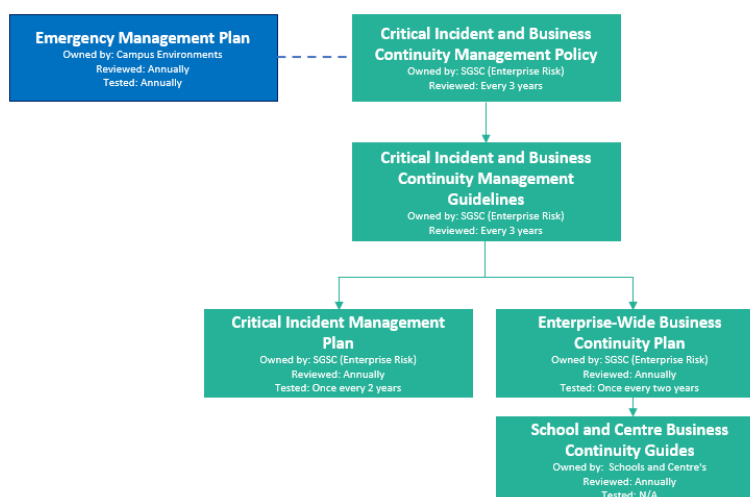
## 1. INTENT

The purpose of the University's Critical Incident and Business Continuity Management ("CIBCM") framework is to provide a coordinated response to dealing with, and continuing business operations during a Major Incident or Critical Incident.

The Critical Incident and Business Continuity Management Guidelines ("the Guidelines") exist to support the University's CIBCM Policy and provide a consistent approach to responding to a Major Incident or a Critical Incident.

Figure 1 below provides an overview of the University's CIBCM document framework:

**Figure 1: CIBCM framework overview**



## GUIDELINES

### 2. ORGANISATIONAL SCOPE

This guideline applies to all members of the University Community and Controlled Entities.

### 3. DEFINITIONS

Business continuity definitions are consistent with those defined by the International Standard on Business continuity *ISO22301:2019*.

The [University Glossary](#) and the following definitions apply to this policy:

Term:	Definition:
Business Continuity	The capability of an organisation to continue the delivery of products and services within acceptable time frames at predefined capacity during a disruption.
Business Continuity Plan (BCP)	The documented information that guides an organisation to respond to a disruption and resume, recover and restore the delivery of products and services consistent with its business continuity objectives.
Business Impact Assessment (BIA)	The process of analysing the impact over time of a disruption on the organisation.
Critical Incident	An event in which University operations have been critically impacted in one or more areas or poses a significant risk to the continuity of core University-wide operations.
Critical Incident Management Team (CIMT)	The CIMT is an incident-specific team, formed each time a Critical Incident occurs and remains in place only for the term of the incident.
Major Incident	An event that has a major impact on the operations of a specific School, Centre, or campus location.
Recovery Director	Individual nominated by the Vice-Chancellor (or nominated delegate) charged with leading the incident management through effective direction and management of the CIMT.
Risk	The effect of uncertainty on objectives, measured in terms of likelihood and consequence. The potential events which may have an impact (positive or negative) on the ability of the University to achieve its strategic, operational, project or activity-based objectives.

# GUIDELINES

## 4. GUIDELINE CONTENT

### Critical Incident Management Plan Activation and Escalation

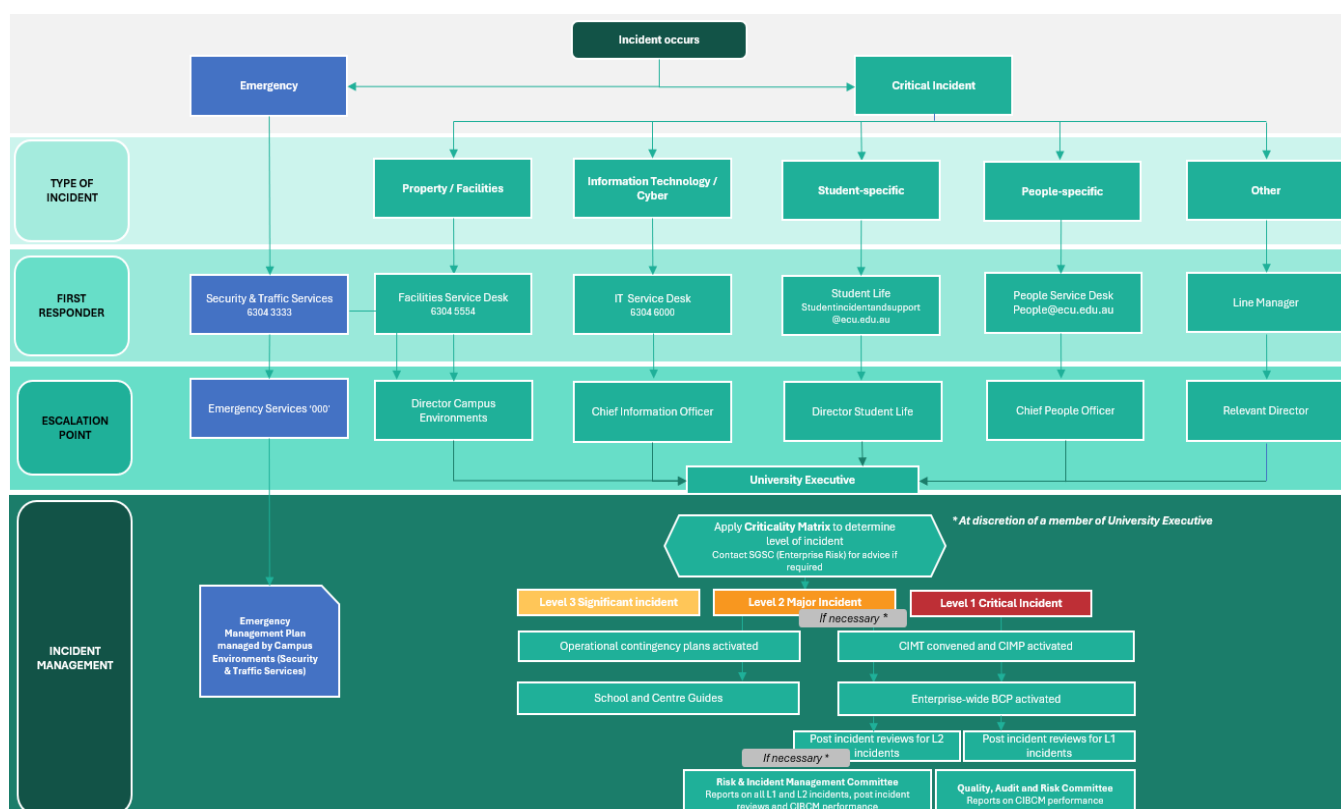
A Critical Incident is an event that poses a significant risk to the continuity of core University-wide operations. This level of incident may also have implications at the local, state, or national level.

Incidents occurring at ECU will vary and any impact will depend upon the geographical location, the potential to cause harm to people and the environment, and any economic or reputational impact upon the University.

Business Continuity Management is the system to prepare for, provide and maintain controls and capabilities for managing the University's overall ability to continue to operate during a major or critical incident.

The flow from incident to recovery is illustrated in Figure 2 below:

**Figure 2: Incident and recovery management flow**

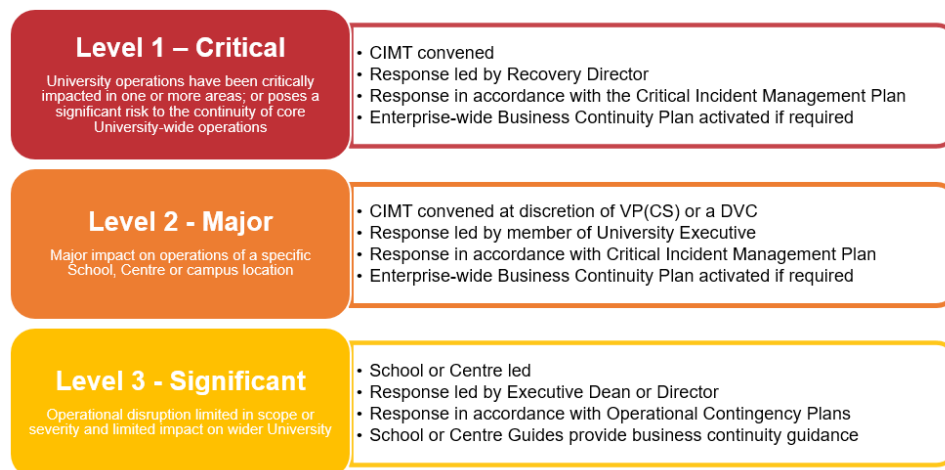


## GUIDELINES

### Critical Incident Classifications

Incidents at ECU are categorised into one of three levels depending upon the level of support and resources required to manage the outcome. These category levels and incident criteria are detailed in the Criticality Matrix below:

**Figure 3: Criticality matrix**



### Critical Incident Management Team (CIMT)

The Critical Incident Management Team is an incident specific team which is formed at the time a Major Incident or Critical Incident occurs and lasts until no longer required. As an Executive group, the CIMT does not attend the incident scene, but may appoint a Site Liaison if required. The CIMT will generally comprise of:

Role	Key responsibilities
Recovery Director Vice President (Corporate Services) or the Provost or a relevant Deputy Vice-Chancellor/ Executive delegate)	Ensure effective management of the CIMT. Ensure control of all organisational and operational implications. Maintain communication flows with key stakeholders.
People and Culture Coordinator (Chief People Officer, or alternate, Chief Safety Officer)	Advice on people related issues, including work health and safety. Maintain appropriate staff counselling, welfare and recovery services and protocols.
Student Support Coordinator (Director Student Life, or alternate, Manager Student Incident & Support)	Advice on student issues including student support needs. Maintain all appropriate student counselling, welfare and recovery services and protocols.
Physical Resources Coordinator (Director Campus Environments, or alternate, Senior Manager, Building and Services)	Advice on physical resources / asset issues related to a crisis. Work jointly with People and Culture Coordinator / Student Support Coordinator on any complementary crisis issues.

## GUIDELINES

Information Technology Coordinator (Chief Information Officer or alternate, Manager Digital Governance, Security, Risk & Operations)	Support IT readiness for the crisis and support processes. Manage IT recovery issues where required.
Communications Coordinator (Manager Corporate Communications or alternate, Chief Growth Officer)	Ensure that the communications strategy and protocols are ready to respond. Provide advice on appropriate communication strategies to employ. Coordinate all crisis-related internal and external communications. Ensure adequate crisis media training for nominated spokespeople.
Governance and Compliance Coordinator (Director Strategic and Governance Services or alternate, Manager Legal and Integrity)	Advice on legal, compliance, risk, regulatory, or academic governance matters. Advice or reporting to external regulatory bodies.
CIMT Support Coordinator (Chief Risk Officer or alternate, Senior Risk Adviser)	Ensure effective administrative support to CIMT. Provide advice on enactment and content of Critical Incident Management Plan and/or Business Continuity Plans Maintain communication flows with key stakeholders. Organise CIMT meetings, document and record actions and follow-up.

Depending on the type of incident that has occurred, the CIMT may be expanded to include representatives of internal business units (Schools and Centres), or external agencies such as Department of Fire and Emergency Services (DFES) or Western Australia Police (WAPOL) as required.

### Incident Communications

Timely, accurate and targeted delivery of communications during a disruption is key to ensuring an incident is managed and controlled appropriately.

For Critical Incidents (L1), it may be necessary for a Crisis Communications subgroup of the CIMT to be convened remotely after the initial CIMT meeting, to discuss communication requirements in further detail.

The Crisis Communications subgroup will:

- Provide advice to the CIMT with regards to an appropriate media response and communication strategy.
- Ensure the crisis communication principles are adhered to.
- Provide feedback on the style and content of official university communications, including key messages, staff communications and media statements.
- Support the relevant business areas with advice on appropriate dissemination of key messages.

The Crisis Communications subgroup would typically comprise of:

## GUIDELINES

- CIMT Recovery Director
- Vice-President (Engagement)
- Corporate Relations Manager
- Deputy Vice-Chancellor (Education), or alternate, Deputy Vice-Chancellor (Students, Equity and Indigenous)
- Chief People Officer, or alternate, Chief Safety Officer

The Critical Incident Management Plan contains further information to support crisis communications, including:

- Initial contact and escalation to involve the Corporate Communications team.
- Crisis communication protocols, to be adhered to for all crisis communications.
- Approved crisis communication channels.
- Escalation to Council where required.

More targeted guidance to support crisis communications is outlined within the [Crisis Communications Plan](#).

### Post-Incident Reporting

Following a Critical Incident, a post incident review is to be conducted by the Strategic and Governance Services Centre (Enterprise Risk). A Major Incident may be subject to a post incident review if it is deemed that there are benefits from identifying lessons learned that may be applicable to the wider University.

The review is to be completed within a reasonable timeframe following the end of a Major or Critical Incident and the post incident report should be submitted to the Recovery Director and the Risk and Incident Management Committee. Post incident reports for Critical Incidents will also be provided to the Quality, Audit and Risk Committee ('QARC').

### Business continuity process

The business continuity process adopted by the University reflects the principles of international standard on business continuity, ISO22301:2019 Security and resilience – business continuity management systems, as set out in the figure 4.

The University has an [Enterprise-Wide Business Continuity Plan](#) and a series of School and Centre Business Continuity Guides which provide information to support recovery in the event of a business disruption.

# GUIDELINES

## 5. ACCOUNTABILITIES AND RESPONSIBILITIES

The following accountabilities and responsibilities apply with regards to Critical Incident and Business Continuity Management at ECU:

- The University will provide support in the strategic direction of recovery, including resources and infrastructure, during a business interruption.
- The Critical Incident Management Team (CIMT) has responsibility to provide leadership and control in the overall co-ordination, decision-making and communication strategies during an incident. Further information on the CIMT, including the role and details responsibilities can be found in Section 4.
- Each School and Centre has responsibility for the development, communication and ongoing maintenance of their Business Continuity Guide. School or Centre Business Continuity Guides are to be reviewed at least annually by the relevant area representative.
- The Risk and Incident Management Committee (RIMC) has strategic oversight of incidents across the University and aims to reduce the overall risk associated with incidents, by reducing the impact of incidents which have occurred and the likelihood of reoccurrence.
- The Strategic and Governance Services Centre (SGSC) (Enterprise Risk) supports the RIMC and CIMT in incident management and provides specialist business continuity advice and is responsible for ensuring that the business continuity management process is implemented across the University and effective oversight is maintained through regular reporting and testing.

## 6. RELATED DOCUMENTS

### Policies

[Critical Incident and Business Continuity Policy](#)  
[Integrated Risk Management Policy](#)

### Operational documents and resources

[Critical Incident and Business Continuity Management Guidelines](#)  
[Enterprise-Wide Business Continuity Plan](#)  
[Critical Incident Plan](#)  
[Crisis Communications Plan](#)  
[ECU Student Significant Incident Procedure](#)  
[Integrated Risk Management Guidelines](#)

## 7. CONTACT INFORMATION

For queries relating to this document please contact:

## GUIDELINES

Guideline Owner	General Counsel and University Secretary, Director Strategic and Governance Services
All Enquiries Contact	Chief Risk Officer and Manager, Enterprise Risk
Telephone:	08 6304 7109
Email address:	<a href="mailto:enterpriserisk@ecu.edu.au">enterpriserisk@ecu.edu.au</a>