



BUSINESS CONTINUITY FRAMEWORK & PLAN

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Municipal Manager : [Signature]

Executive Mayor : [Signature]

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Foreword

This document comprises the Business Continuity Framework of the Overberg District Municipality and consists of four interrelated sections namely, the Business Continuity Committee, Business Impact Analysis, Business Continuity Plan Quality Assurance and the Business Continuity Plan itself.

The scope of this Business Continuity Plan is limited as detailed contingency plans are in place for various eventualities, such as the Disaster Management Plan, Departmental Plans, and IT Disaster Recovery Plans etc.

Objective

The objectives of a Business Continuity Framework and Plan is to guide the municipality in identifying potential threats, assessing their impact on critical business functions to enable the municipality to respond swiftly and efficiently to disruption, minimizing downtime and financial losses.

The scope of this plan is focused on localised disasters such as fires, floods, and other localised natural or man-made disasters.

This plan is not intended to cover major district, provincial or national disasters such as district earthquakes, war, or nuclear holocaust. However, it can provide some guidance in the event of such a large-scale disaster.

1. Business Continuity Plan Committee

1.1 Introduction

A Business Continuity Plan (BCP) requires a governance structure often in the form of a committee that will ensure senior management commitments and define management's roles and responsibilities.

The Business Continuity Committee (BCC) is responsible for the oversight, initiation, planning, approval, testing and audit of the BCP. It also implements the BCP, coordinates activities, approves the Business Impact Analysis (BIA) survey, oversees the creation of continuity plans and reviews the results of quality assurance activities.

1.2 Responsibilities

A BCC should:

- approve the business continuity governance structure.
- clarify their roles, and those of participants in the program;
- oversee the creation of a list of appropriate committees, working groups and teams to develop and execute the plan;
- provide strategic direction and communicate essential messages;
- approve the results of the Business Impact Analysis (BIA);
- review the critical services and products that have been identified;
- approve the continuity plans and arrangement;

- monitor quality assurance activities;
- resolve conflicting interests and priorities; and
- meet every 6 months to review the business continuity plan.

1.3 Composition

The BCC is comprised of the following members:

- Executive sponsor: Municipal Manager

The executive sponsor has overall responsibility for the BCP committee; elicits senior management's support and direction; appoints the Chairperson and ensures that adequate funding is available for the BCP program.

The executive sponsor is also a co-chair of the BCP Committee.

- BCP Administrator:

The BCP Administrator develops BCP Framework; coordinates and oversees the BIA process; ensures effective participant input; coordinates and oversees the development of plans and arrangements for business continuity; establishes working groups and teams and defines their responsibilities; coordinates appropriate training; and provides for regular review, testing and audit of the BCP.

- Operational Command and Coordinator: Manager Emergency Services:

The Operational Command and Coordinator works with the BCP Administrator and Municipal Manager to ensure that all aspects of the BCP meet the security, disaster and emergency requirements of the municipality and is responsible for the coordination of disasters management emergency services, such as fire and rescue, disaster management and relocation.

- Chief Information Officer/ Senior ICT Administrator/Technician

The Senior ICT Administrator/Technician cooperates closely with the BCP coordinator and ICT specialists to plan for effective and harmonised continuity.

- Communication Manager – IDP and Communication Officer

The IDP and Communication Officer with the Communication team formalises communication structures, handles internal and external communication and ensure everyone is aware of the communication policy.

- Business unit representatives

Business unit representatives (HOD's of Overberg District Municipality) provide input and assist in performing and analysing the results of the business impact analysis. The following business unit representatives shall serve on the BCC.

- Director Corporate Services
- Chief Financial Officer
- Director Community Services
- Senior Manager: Human Resources

- Manager: SCM
- Manager: Roads
- Manager: Municipal Health
- Manager: Environmental Management

Table 1: BCP Members

BCC member	Name	Contact Number
Executive sponsor: The Municipal Manager	R Bosman	0792692239
BCP Administrator:	M Dunn	0735293125
Operational Command and Coordinator	R Geldenhuys	083 273 8234
Director Community Services	Ms M Boyce	0824661011
ICT	P Britz	0718759950
Communication Officer: Communication manager/official	K Theunissen	0810698577
Chief Financial Officer	N Kruger	0823313113
Director Corporate Services	V Zeeman	0735296531
Snr Manager Human Resources	S Mdewu	0656228778
Manager: Environmental Management	F Kotze	082499928
Manager: SCM	D Kapot-Witbooi	071776860
Manager: Roads	M van Eeden	0832738244
Manager: Municipal Health	M Mukoma	079 438 3507

2. Business Impact Analysis (BIA)

2.1 Introduction

The purpose of the BIA is to identify the Municipality's mandate and critical services; rank the order of priority of services for continuous delivery or rapid recovery; and identify internal and external impacts of disruptions.

Information can be obtained from the IDP of the Municipality and legal requirements for delivering specific services.

2.2 Steps for a BIA

Identifying the mandate and critical aspects of the Municipality

This step determines what services must be delivered. Based on basic service delivery needs of the community, legal requirements and the support functions required to deliver the services and meet the legal requirements. The following critical services have been identified:

➤ **Community Services**

- Fire & Disaster Management
 - Fire Service
 - Fire Fighting
 - Emergency Services
 - Fire and Rescue respons.
 - Control Centre
 - Disaster Management centre
- Environmental Services
 - Regional landfill site
 - Natural resource management (e.g. alien invasive vegetation)
 - Coastal management
- Municipal Health Services
 - As per National Health Act. (Act 61 of 2003)
- Roads Services
 - Road and access restoration
 - Mechanical workshop for fleet maintenance
- Resorts
 - Water supply infrastructure
 - Water treatment
 - Sewerage treatment
 - Waste removal
 - Evacuation procedures

➤ **Financial Services**

- Payroll

- Asset Management
- Insurance
- Supply Chain Management
- Revenue and Expenditure Management
- Budgeting
- Accounting
- Inventory stores

➤ **Corporate Services**

- Information and Communication Technology (ICT)
 - Computers
 - Screens and Projectors
 - Network Infrastructure
 - Telephones
 - Internet Capability
 - Software
 - Servers
 - Server room
 - ICT support services.
- Human Resources (HR)
 - Employee Administration
 - Occupational Health and Safety
 - Labour Relations
- Committee Services, Records Management and Council Support
 - Archives and registry
 - Committee services
- Buildings Management and Support Services
 - Offices
 - Work Sites

➤ **Office of the Municipal Manager**

- Top Management
- Municipal Manager
 - Advise on statements and answers prepared by municipal officials or political office bearers.
- Communication
 - Public Relations
 - Media Relations
- Internal Audit
 - Audit and Performance Audit Committee

➤ **Oversight**

- Council
 - Mayor
 - Deputy Mayor
 - Mayoral Committee members
 - Proportional Councillors
 - Portfolio Committees
 - Speaker

- Municipal Public Accounts Committee (MPAC)
- Internal Audit
- Audit and Performance Audit Committee

2.2.2 Identify Threats to business continuity.

Threats/Risks are identified in the BIA or in a full risk assessment. Mitigating risk is an ongoing process and should be performed even when the BCP is not activated.

For purposes of this plan, the top 12 threats were identified that can result in a disaster, requiring the BCP to be activated:

Table 2 Treats identified

Threats
1. Unplanned Network/ System/ Internet & Telecom outages
2. Inadequate Infrastructure/ Fleet / Plant & Equipment
3. Interruption to Utility Supply such as Electricity & Water
4. Security Incident (Internal and External Triggers)
5. Vandalism/ Protest Actions
6. Cyber Attack/ Hacking of the municipality's server for confidential information/ Data Breach
7. Availability of Key Personnel/ Talents/ Skills
8. Supply Chain Disruptions
9. Uncontrollable Fire & Flooding
10. Act of Terrorism/ Bomb Blast/Threats
11. Pandemic

2.2.3 Prioritise Critical Services

Once the critical services are identified, they must be prioritised based on minimum acceptable delivery levels and the maximum period the service can be down before severe damage to the municipality results.

To determine the ranking of critical services, information is required to determine impact of a disruption to service delivery, loss of revenue, additional expenses and intangible losses.

3. **Business Continuity Plan Quality Assurance**

3.1. Review

Review of the BCP should assess the plan's accuracy, relevance and effectiveness. The review should also uncover which aspects of the BCP needs improvement.

Continuous evaluation of the BCP is essential to maintain its effectiveness. The BCP must be reviewed on the following occasions:

- **Scheduled review**
The BCP must be reviewed at least 365 days after the last review or changes.
- **Changes in Threats**
The threats identified during the BIA may change. The disruptions covered in the BCP are based on the threats identified in the BIA.
- **Changes in Critical services**
The critical services identified during the BIA changes. Recovery operations in the BCP only exist for the critical services identified in the BIA.
- **Changes in Personnel or Contact details**
The BCP must be updated to include up to date personnel and contact details.
- **Changes to the Municipality's organisational structure or operations**
Changes to the Municipality's structure (e.g. directorates and departments) or operations (e.g. replacement of people with machinery) can make the BCP outdated and inadequate for business continuity purposes.
- **After exercises and tests**
The results of business continuity exercises and tests must be incorporated into the BCP if applicable.

3.2 Assurance

Continuous appraisal of the BCP is essential to maintain its effectiveness. The Risk Management Unit should play an oversight role, as it is strategically located to challenge the reliability and realism of the business continuity plan, among other.

The Internal Audit Unit should provide assurance on the accuracy and reliability of the information contained in the components of the business continuity framework.

Assurance concerns all aspects of the framework; it tests processes to ensure that information is complete, accurate and valid. Assurance can be provided by either the Internal Audit Unit, Risk Management Unit or/and external assurance providers.

4. Business Continuity Plan (BCP)

4.1 Introduction

The purpose of this business continuity plan (BCP) is to prepare the Municipality in the event of extended services outages caused by factors beyond our control (e.g. natural disasters, man-made events) and to restore services to the widest extent possible in a minimum time frame. **This plan is not intended to cover major district, provincial or national disasters such as district earthquakes, war, or nuclear holocaust. However, it can provide some guidance in the event of such a large-scale disaster.**

The BCP will activate during and immediate after a major business disruption. All municipal departments are expected to implement preventive measures whenever possible to minimise operational failure and to recover as rapidly as possible when a failure occurs.

The plan identifies vulnerabilities and recommends necessary measures to prevent extended service outages.

It is a plan that encompasses all Municipal Systems, Departments and Operation facilities.

4.2 Business Continuity Plan Objectives

- Serves as a guide for the Municipal recovery teams.
- References and points to the location of any information/plans that reside outside this document.
- Provides procedures and resources needed to assist in recovery.
- Identifies vendors and customers that must be notified in the event of a disaster.
- Assists in avoiding confusion experienced during a crisis by documenting, testing and reviewing recovery procedures.
- Identifies alternate sources for supplies, resources and locations.
- Documents storage, safeguarding and retrieval procedures for vital records.
- Key people (Team Leaders or Alternates) will be available following a disaster.
- This document and all vital records are stored in a secure offsite location to survive a disaster and be accessible immediately following the disaster.
- Each support organisation will have its own plan consisting of unique recovery procedures, critical resource information and procedures.
- Apocalyptic disasters such as a nuclear war are beyond the scope of this plan.

4.3 Mitigating Threats/Risks

Threats are identified in the business impact analysis (BIA) or in an enterprise risk assessment. Moderating risk/threats is an ongoing process and should be performed even when the BCP is not activated.

Table 3: Threats, Triggers, Contingency Plans

Threats	Triggers	Critical Services Impacted	Contingency Plans	Risk register
Unplanned Network/System/Internet & Telcom outages (ICT)	<ul style="list-style-type: none"> • Unforeseen failures with infrastructure if they occur simultaneously • External service network provider failure • Cable theft • Fire & floods • Loss of server room • Power failure • Cyber-attack 	All municipal services dependent on ICT services	<ul style="list-style-type: none"> • Service contract in place for all internet and systems • Service contract for all telephony equipment • Generator backup to power equipment and servers • Satellite phones • ICT business risk analysis and ICT remediation plan • Disaster recovery (DR) plan for ICT servers • Sita fibre (limited) 	
In adequate infrastructure / fleet/ Plant & Equipment	<ul style="list-style-type: none"> • Unforeseen failure with infrastructure/fleet/ plant & equipment 	<ul style="list-style-type: none"> • Emergency Services (Fire & Disaster Management) • Road repairs • Sewerage plant at resorts 	<ul style="list-style-type: none"> • MOU with Overstrand and City of CT for fire respons. • Fleet, plant & Equipment available at other depots. • Tender in place for the hiring of essential plant 	
Interruption to utility supply such as electricity and water	<ul style="list-style-type: none"> • Vandalism to electricity and water infrastructure • Burst pipes 	All municipal services dependent on water and electricity	<ul style="list-style-type: none"> • Tender in place for the restoration of water and electricity on ODM properties. • Electricity at Uilenkraalsmond is the responsibility of Overstrand Municipality 	
Security Incident (Internal and External Triggers)	<ul style="list-style-type: none"> • Forced entry into buildings 	All municipal services delivered from the affected buildings or worksites	<ul style="list-style-type: none"> • Evacuation Procedures • Security respons 	

	<ul style="list-style-type: none"> People can enter or invade building or worksite resulting in disruption of functions and business continuity 			
Vandalism / Protest Actions	<ul style="list-style-type: none"> Sabotage Criminal activity 	All municipal services	<ul style="list-style-type: none"> Building evacuation plan Security guards 	
Cyber-attack/Hacking of municipality's server for confidential information / Data Breach	<ul style="list-style-type: none"> Hacking Cyber attack shutting down critical systems. 	All municipal services dependent on ICT systems and infrastructure	<ul style="list-style-type: none"> Activate ICT DR Plan 	
Available of Key Personnel / Talents/Skills – Loss of life	<ul style="list-style-type: none"> Inadequate critical staff to manage systems and functions 	All municipal services dependent on key personnel	<ul style="list-style-type: none"> Emergency Delegation of authority Provincial assistance Assistance from other municipalities 	
Supply Chain Disruptions	<ul style="list-style-type: none"> Fire Flooding No access to internet Financial system compromise 	All municipal services dependent on Supply Chain Management for the purchase of goods and services	<ul style="list-style-type: none"> Manual orders Deviations 	
Uncontrollable fire & flooding (Fire and Natural Disasters enhanced by climate change	<ul style="list-style-type: none"> Fire, flooding or incident damaging the infrastructure 	<ul style="list-style-type: none"> All municipal services dependent on infrastructure or assets that can be destroyed by a fire. All services delivered from areas prone to flooding. Records damage or lost due to flood and fire damage 	<ul style="list-style-type: none"> Evacuation procedures Move to alternative site 	

Act of Terrorism/Bomb Blast	<ul style="list-style-type: none"> Incident damaging or threatening to damage infrastructure 	All municipal services delivered from the affected buildings or worksites or infrastructure or assets that can be destroyed.	<ul style="list-style-type: none"> Evacuation procedures Move to alternative site 	
Pandemic	An outbreak of global proportion, when infection due to a bacterium or virus becomes capable of spreading widely and rapidly preventing the continuity of services	All municipal services and staff	<ul style="list-style-type: none"> Work from home. Isolation 	

4.4 Activation and co-ordination of the BCP

The Executive Sponsor of the Business Continuity Committee (BCC) shall determine whether the Business Continuity Plan (BCP) should be activated and communicate with senior management. The BCC is responsible for overall coordination of the business continuity effort, and their responsibilities include:

- Evaluate which BCP actions should be invoked and activate the corresponding teams.
- Evaluate and assess damage.
- Set restoration priority based on the damage assessment reports.
- Provide senior management / Executive Mayor with ongoing status information.
- Act as a communication channel to teams and major stakeholders.
- Work with suppliers and business continuity teams to develop a rebuild/repair schedule.

4.5 Business Continuity Teams

Proper response to a disruption for the Municipality requires teams to lead and support business continuity operations. Team members should be selected from trained and experienced personnel who are knowledgeable about their responsibilities.

The duties and responsibilities for each team must be defined, including the team members and authority structure, the specific team tasks, members' roles and responsibilities, creation of contact lists and identifying alternate members.

The business continuity teams consist of the following:

Operational Command and Coordinator

Business Continuity Committee

Community Services Team

- Resorts
- Roads
- Municipal Health
- Environmental Management
- **Emergency Services Team**
 - Fire & Rescue
 - Disaster Management

Finance Team

- Finance
- SCM
- Payroll, Banking, and Investments

Corporate Services Team

- Information and Communication Technology Team
- Occupational Health and Safety Team

Office of the Municipal Manager

- Communications

4.6 Response & Recovery TEAM

The Response & Recovery coordination is the responsibility of the BBC and is responsible for the overall coordination of the recovery effort, establishment of the command centre and communications with the EMT.

The Response & Recovery Coordinator's other responsibilities include:

- Notify the business continuity teams.
- Gather damage assessment information and report it to EMT.
- Determine recovery needs.
- Establish command centre and related operations.
- Notify all Team Leaders and advise them to activate their plan(s) if applicable, based upon the disruption situation.
- If the BCP is not activated, take appropriate action to return to normal operation using regular staff.
- Determine whether suppliers or other teams are needed to assist with detailed damage assessments.
- Prepare post-disruption debriefing report.

4.6.1 Community Services Team

The Community Services Team is responsible for the response and recovery of services delivered to the community.

The responsibilities of the Community Services Team include the following:

Resorts/ Municipal Health/ Environmental Services/ Roads

- Repair/ Reconstruction of infrastructure;
- Ensure a fast and effective reporting mechanism;
- Identify possible relocation sites for establishing resort residents during a crisis;
- Identify key personnel in the department and ensure continuity plans address key personnel adequately;
- Inform the Communication team about the timeframes for the recovery of service delivery.

4.6.2 Finance Team

The Finance Team's is responsible for recovery of the finance function and supporting business continuity.

The responsibilities of the Finance team include the following:

- Ensure municipal employees are paid no later than 2 days after their payment date stipulated in their employment contracts and if not possible, evaluate the incident and communicate to staff of the payment date;
- Liaise with SARS if taxes and/or levies will not be paid over on time and arrange for extension of the payment date;
- Implement controls to prevent fraudulent transactions during downtime;
- Recovery of financial data and information in cooperation with the ICT Team;

- Ensure financial transactions are recorded in an appropriate and standardised system while the mSCOA portal is inaccessible.
- Inform National Treasury, Provincial Treasury and AGSA if regulated timelines for any submissions will not be met.
- Help departments and directorates establish the necessary emergency procurement procedures in advance;
- Handle requests for emergency procurement;
- Ensure suppliers are paid no later than 2 days after the due date and if not possible, evaluate the incident and communicate to suppliers on any deviations;

The Finance Team's responsibilities regarding business continuity of the Municipality include:

- Perform cost-benefit analysis and probability calculations to determine which insurable events identified in the BIA should be covered by insurance;
- Continuously monitor the BIA and insurance policy to ensure adequate coverage;
- Calculate the costs mentioned in the BIA.

4.6.3 Information and Communication Technology Team (ICT Team)

The ICT Team is essential to the business continuity and recovery efforts. Their responsibilities' include:

- Daily backup of all important electronic data;
- Safekeeping of backups;
- Restore data after a disruption;
- Ensure the security of the Municipality's network against cyber intrusions and attacks;
- Restorations of network capabilities;
- Recover email system and functionality;
- Restore telephone functionality;
- Restoration of internet connectivity;
- Equip alternative sites with the necessary ICT infrastructure;
- Re-assignment of ICT resources.

4.6.4 Human Resources – OHS

The OHS Team is responsible to oversee the safety of all municipal employees while they are performing municipal work and/or while they are at municipal premises.

- The OHS Team's responsibilities for business continuity include:
- Inspect damaged buildings, vehicles and equipment for contraventions of the Occupational Health and Safety Act, Act 85 of 1993 (OHS Act), and unsafe conditions;
- Declare whether repaired buildings, vehicles and equipment are safe and meet the requirements of the OHS Act before municipal personnel move back in;
- Ensure alternative premises fulfil the requirements of the OHS Act;
- Ensure complete medical records are kept of all personnel and that backup copies are made of medical records;
- Assist municipal departments to create safe working environments and fulfil all requirements of the OHS Act.

4.6.5 Communication Team

The Communication Team is responsible for communication to the Municipality's stakeholders, the effects of the disruption on the Municipality's operations, the current recovery operations in progress, additional planned recovery operations, the estimated time before services are resumed at minimum levels and the estimated time before normal operations are resumed.

The Communication Team's responsibilities include:

- Communicating with Authorities;
 - The location of the disaster;
 - Nature of the disaster;
 - Magnitude of the disaster;
 - Assistance required in overcoming the disaster anticipated timelines.
- Communicate with employees by e-mail, telephone and social media
- Employees need to be informed of the following:
 - If their wages/salaries will not be paid on time and the estimated pay date;
 - Where they should go if they cannot come into the office;
 - Whether it is safe for them to come into the office;
 - Which services are still available to them;
 - Work expectations of them during the disaster;
 - Contact details for any trauma counselling.
- Communicating to clients/suppliers on the following:
 - Anticipated impact on service offerings;
 - Anticipated impact on security of client information;
 - Communicating to suppliers if they will not be paid on time and the estimated pay date;
 - Informing the public when service delivery will be resumed.
- Communication with the Media:
 - Media relations, including handling all media queries, forwarding questions to the appropriate municipal officials, reviewing answers to media questions from municipal officials before sending it, releasing continuous updates on the state and progress of recovery efforts and communicating information from other response and recovery teams to the public.

4.6.6 Emergency Management Team (EMT)

The Emergency Management Team's role is to deal with an incident to enable the other business continuity teams to focus returning the Municipality's operations to normal.

The Emergency Management Team's responsibilities for business continuity include:

Fire & Rescue

- Extinguish fires on municipal property;
- Evacuate municipal employees from burning or flooded buildings;
- Salvage data, records and equipment from buildings, if it is safe to do so;

Disaster Management

- Perform disaster risk assessments on potential disasters, determining its potential impact and likelihood on the Municipality's services;
- Inform the BCP Committee of changes in the risk profile of disasters, to enable them to evaluate whether the business continuity plan addresses all relevant disaster scenarios;
- Assist departments with the creation of mitigation strategies for disasters;
- Ensure disaster relief funds received specifically for components of the business continuity plan, are allocated to the specific components;
- Include business continuity funding requirements in applications for disaster relief funds;
- Warn the EMT of approaching fires that could disrupt the operations of the municipality and advise them on steps to take to prevent or mitigate a disaster;
- Warn the EMT of impending or current flooding that could disrupt the operations of the Municipality and advise them on steps to take to prevent or mitigate a disaster;
- Warn the EMT of any other known approaching event that can have disastrous consequences and advise them on steps to take to prevent or mitigate a disaster.

4.6.7 General team member responsibilities

- Each team member must designate a team alternate backup.
- All team members must keep an updated calling list of their team members' work, home and cell phone numbers.
- All team members must keep the BCP for reference at home in case the disruption happens after normal work hours.
- All team members must familiarise themselves with the contents of the BCP.

4.7 Alternative Sites

Alternative sites must be identified where municipal services can be delivered from in case the primary sites are unavailable.

4.7.1 Identify the amount of alternative sites

Each function, department, directorate, the whole municipality, or a combination of the aforementioned can have an alternative site.

The amount of alternative sites will be determined by cost and practical considerations by the BCC as and when necessary.

Functions, departments and directorates whose operations overlap can share an alternative site. Functions or departments that have unique operations can have their own alternative sites.

To keep capital costs to a minimal, one alternative site for the whole municipality can be used.

Bredasdorp Fire station will be the alternative site for key staff.

4.7.2 Location of alternative sites

Alternative sites should be situated in areas where it will not simultaneously be affected by the same disruption as the primary site.

The location must also be accessible by municipal officials during disruptions.

For example, if the primary site is in a low-lying area prone to flooding and surrounded by veld that can burn, the alternative site should be on top of a barren hill to prevent floodwater and fires from reaching it, but it must also be accessible by a road that cannot be flooded or surrounded by veld fire.

4.7.3 Requirements of alternative sites

The requirements of alternative sites will differ, depending on the function, department or directorate operating from the alternative site. The assets and materials at the alternative site must enable the function, department, directorate or municipality to resume critical services and start the process to return to normal operations.

The minimum requirements of alternative sites are the following:

- Access control to ensure the physical security of the site and staff.
- Backup electricity supply that can support the operations at the site for a one-week period.
- Office furniture and supplies, including:
 - 1) Desks
 - 2) Chairs
- Information communication technology infrastructure, including:
 - 1) Power outlets
 - 2) Network points
 - 3) Wi-Fi
 - 4) Network hub and network infrastructure
 - 5) Landlines (telephone/facsimile)
 - 6) Satellite communications
 - 7) Radios
 - 8) Computers/Laptops
 - 9) Printers /Photocopier
 - 10) Projectors
 - Conference facilities, including conference calls and webcams
 - One week's supply of portable water stored on site.
 - Ablution facilities.
 - One week's supply of food stored on site.
 - Kitchen

5. Annexures

Annexure A – Activation guideline

Annexure B - Electricity Blackout Tactical Plan

Annexure C – Damage assessment report

Annexure D - Approved Vendor List

6. Document History

Version	Approval	Council	Item
2017-2018	Approval	30/10/2017	A164

Annexure A – Activation guideline

The Business Continuity Plan will activate during and immediately after a major business disruption. All municipal departments are expected to implement preventative measures whenever possible to minimise operational failure and to recover as rapidly as possible when a failure occurs.

The Municipal Manager shall determine whether the business continuity plan should be activated and communicate with senior management.

The Business Continuity Committee (BCC) is responsible for overall coordination of the business continuity effort, and their responsibilities include:

- Evaluate which BCP actions should be invoke and activate the corresponding teams.
- Evaluate and assess damage assessment findings.
- Set restoration priority based on the damage assessment report.
- Provide senior management with ongoing status information.
- Act as a communication channel to teams and major stakeholders.
- Work with suppliers and business continuity teams to develop a rebuild / repair schedule.

Business Continuity Committee members and contact details

BCC member	Name	Contact Number
Executive sponsor: The Municipal Manager	R Bosman	079 2692 239
BCP Administrator	M Dunn	073 5293 125
Operational Command Coordinator	R Geldenhuys	083 2738 234
Director Community Services	Ms M Boyce	082 4661 011
ICT	P Britz	071 8759 950
Communication Officer: Communication manager/official	K Theunissen	081 0698 577
Chief Financial Officer	N Kruger	082 3313 113
Director Corporate Services	V Zeeman	073 5296 531
Snr Manager Human Resources	S Mdewu	065 6228 778
Manager: Environmental Management	F Kotze	082 4999 28
Manager: SCM	D Kapot-Witbooi	071 7768 60
Manager: Roads	M van Eeden	083 2738 244
Manager: Municipal Health	M Mukoma	079 4383 507

Business Continuity Teams

TEAM	FUNCTIONS
Community Services	<ul style="list-style-type: none">○ Resorts○ Roads○ Municipal Health○ Environmental Management○ Emergency Services
Emergency Services	<ul style="list-style-type: none">○ Fire and Rescue○ Disaster Management
Finance Team	<ul style="list-style-type: none">○ Finance○ SCM○ Payroll, Banking and Investments

Corporate Services	<ul style="list-style-type: none"> ○ Information and Communication Technology Team ○ Occupational Health and Safety Team
Office of the Municipal Manager	<ul style="list-style-type: none"> ○ Communications ○ Risk Management

Annexure B - Electricity Blackout Tactical Plan

1. Planning

Activity	Responsible Person	Completion Date
Fuel Depots to remain above 50% capacity at all times	D Kapot Witbooi	Ongoing
Plug points for generators to be fitted to fuel pumps at depots	M van Eeden	Completed
Generator backup at Head Office and servers	ICT	Completed
Water treatment for drinking water plan in water tankers	Municipal Health	Ongoing
Servicing (if required) of generators	Line departments	Ongoing
Spare fuel supply for Disaster Management Centre (DMC) generators	A Manuel	Ongoing
Emergency Generators	SCM	End June 2023

2. Immediate actions in case of blackout (to be read with ODM Eskom emergency plan)

- a. Western Cape Disaster Management (WCDM) centre informs Overberg District Municipality (ODM) Head of Disaster management centre (HOC).
- b. HOC inform:
 - i. Municipal Manager
 - ii. Mayor
 - iii. Deputy Mayor
 - iv. Speaker
 - v. Municipal Contact person
- c. District Disaster Management Centre is activated.

d. Municipal and Departmental Emergency Response Team representatives report to centre.

- ODM Departmental Response Team consist of:
 - Municipal Manager
 - Head of Centre
 - Director Corporate Services
 - Director Community Services
 - Chief Financial Officer
 - Head of Roads
 - Head of Municipal Health
 - Head of Environmental Management
 - Head of Supply Chain Management and Assets
 - ICT
 - Communications

3. District Disaster Management Response

a) Situational Assessment

- i. Obtain briefing from WCDM and Eskom Emergency Response Team on the situation including:
 - 1) Nature of the incident
 - 2) Anticipated impact
 - 3) Expected duration
- ii) Identification of critical users.
- iii) Coordination of preliminary impact assessments of the incident.
- iv) Analysis and modelling of the potential impacts to the electricity supply and determination of the effect a disruption has on other critical infrastructure. (e.g. Resorts sewerage)
- v) Analysis of the extent and duration of energy shortfalls.
- vi) Briefing to Departmental Emergency Response Team representative.

4. Operational Activities

- i. Coordination of requests for emergency response actions as required.
- ii. Escalation of resource and assistance requested to the WCDMC.
- iii. Identification of supporting resources needed to stabilise and re-establish energy system.
- iv. Assisting departments and agencies in location fuel for transportation, communications, emergency operations, and security services, pursuant to the authorities available to the District Disaster Management Centre (DDMC).
- v. In consultation with Eskom and energy asset owners and operators advises provincial and municipal authorities on priorities for energy system reestablishment, assistance, and supply during response operations.

5. Immediate Action

If as per the above process it is confirmed that it as a **prolonged Blackout** the following tactical actions will take place:

1. Generators at fuel depots will be activated.
2. All Roads diesel carts will return to depots and filled.
3. One diesel cart will be delivered to each of the five (5) fire stations.
4. One diesel cart will be provided for the generator at the disaster management centre.
5. All bulk water tankers (Roads) will fill up water and one (1) sent out to each fire station.
6. Confirm radio communications through repeaters not dependant on Eskom.
7. Confirm/Establish Radio contact with EMS and SAPS.
8. Satellite communications equipment to each of the five (5) fire stations.

6. List of ODM Generators

Brand	KWA	Location	Condition
ADE 236	ADE 6 CYLINDER	BREDASROP FIRE (NOT ON ASSET REGISTER)	3
RYOBI	5000W 230V / 16A	BREDASROP FIRE (IN CS 1488)	3
HOFFMAN	H3000 220VOLT/DC 12V	BREDASROP FIRE (IN CS 14002)	3
RHINO	5000W 230V / 16A	BREDASROP FIRE	3
HONDA GX340	8.1KW	BREDASROP FIRE	3
FRAGMAN	5000KV	BREDASROP FIRE (AT CALEDON)	3
RYOBI	5KW 6.5 KVA	UILENKRAAL OFFICE	1
JOHN DERE (ON TRAILER CS7445)	4CYLINDER 16KW 20KVA	UILENKRAAL BIG STORE	3
MITSUBISHI (ON TRAILER CS744)	4CYLINDER 16KW 20KVA	UILENKRAAL BIG STORE	3
HOFFMAN	220V / 7.0KW	UILENKRAAL BIG STORE	4
RYOBI	KW2500 12L 4STROKE	UILENKRAAL ENTRY GATE	3
RYOBI	5KW 6.5 KVA	DIE DAM	2
HONDA GX	8.0 KVA	SWELLENDAM FIRE	3
RPM	100 KVA	HEAD OFFICE	1
POWER MASTER	220V 5.5KVA	SCM CONTAINER	4

Condition rating: 5 – bad, 3 – Average, 1-New

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Appendix D- Approved Vendor List

Server and Computer Equipment Suppliers

Company Name	Contact	Work	Mobile/Cell Phone
AS PER APPROVED ANNUAL SCM VENDOR LIST			

Communications and Network Services Suppliers

Company Name	Contact	Work	Mobile/Cell Phone
AS PER APPROVED ANNUAL SCM VENDOR LIST			

Civil/Structural Engineering Companies

Company Name	Contact	Work	Mobile/Cell Phone
AS PER APPROVED ANNUAL SCM VENDOR LIST			

Electrical Contractors

Company Name	Contact	Work	Mobile/Cell Phone
AS PER APPROVED ANNUAL SCM VENDOR LIST			

Excavation Contractors

Company Name	Contact	Work	Mobile/Cell Phone
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None			

Emergency Generators

Company Name	Contact	Work	Mobile/Cell Phone
AS PER APPROVED ANNUAL SCM VENDOR LIST			

Mechanical Engineering

	Contact	Work	Mobile/Cell Phone
AS PER APPROVED ANNUAL SCM VENDOR LIST			

Plumbing

Company Name	Contact	Work	Mobile/Cell Phone
AS PER APPROVED ANNUAL SCM VENDOR LIST			

Site Security Services

Company Name	Contact	Work	Mobile/Cell Phone
AS PER APPROVED ANNUAL SCM VENDOR LIST			

Additional Suppliers/Contractors

Company Name	Contact	Work	Mobile/Cell Phone
AS PER APPROVED ANNUAL SCM VENDOR LIST			

Item A20. 28.10.2024

DRAFT BUSINESS CONTINUITY FRAMEWORK AND PLAN

M Dunn: Performance and Risk Management

(Ref.:6/40/1)

PURPOSE

To review and approve the revised Business Continuity Framework and Plan.

BACKGROUND

The Business Continuity Framework and Plan was approved by Council on 30 October 2017 and need to be reviewed.

The plan was developed in consultation with managers of departments responsible for the delivery of critical services and managers of departments who must support business continuity of the critical service departments. The plan was reviewed by the Management on 8 February 2024 and recommended for approval by the Fraud and Risk Management Committee on 07 June 2024.

The purpose of a business continuity plan is to prepare the municipality in the event of extended service outages caused by factors beyond our control (e.g. natural disasters, man-made events) and to restore services to the widest extent possible in a minimum time frame. All Municipal departments are expected to implement preventive measures whenever possible to minimise operational failure and to recover as rapidly as possible when a failure occurs.

Instead of focusing on resuming a business after critical operations have ceased, or recovering after a disaster, a business continuity plan endeavours to ensure that critical operations continue to be available. The Framework will form the basis of Departmental Business Continuity Plans and needs to be reviewed on an annual basis to ensure that it remains relevant.

The Business Continuity Framework and Plan consist of the following:

- Business Continuity Plan Committee
- Business Impact Analysis
- Business Continuity Plan Quality Assurance
- Business Continuity Plan

ATTACHMENT

- ODM's Business Continuity Framework and Plan.

The item served before the Strategic Services Portfolio Committee held on 9 September 2024, and recommends as follows:

RECOMMENDATION TO COUNCIL

- 1) That Council approve the revised Business Continuity Framework and Plan.