

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

Section Two

Mount Beachside Holiday Park Department Business Continuity Plan TCC

Action	Name	Position	Date	Signature
Issued by	s 7(2)(f)(ii)		26.11.20	s 7(2)(f)(ii)
Reviewed by	s 6(c) - Maintenance of Law		19.05.23	s 6(c) - Maintenance of Law
Approved by	s 7(2)(f)(ii)		06/12/2022	s 7(2)(f)(ii)
Approved by	s 7(2)(f)(ii)		05/12/2022	s 7(2)(f)(ii)
Approved by	s 7(2)(f)(ii)		07/12/2022	s 7(2)(f)(ii)

Disclaimer:

The information contained herein is classified and intended solely for TCC and may contain information that is non-public, proprietary, privileged, confidential and exempt from disclosure under applicable law. If you are not the intended recipient or have received this document in error, you are hereby notified that any use, disclosure, dissemination, distribution, printing or copying of this communication is strictly prohibited unless by the prior consent of the sender.

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

Revision History

Revision No.	Issue Date	Revision Description
V0.1	26.11.20	Initial plan draft
V1.0	18.02.21	Initial Release
V1.1	11.11.21	Organisation Structure changes and general review. Removed Manager: Property Services and replaces with Director: Spaces & Places
V2.0	15.11.22	Annual review
V3.0	19.05.23	Annual Review
V4.0	2024	Annual Review

Table of Contents

1. Introduction	6
1.1. Purpose, Scope and other relevant information	6
Table 1: Purpose, Scope and other relevant information	8
1.2. Relationship with other plans	8
Figure 1: Relationship between various plans	8
1.3. Business Continuity Plan Quick Guide	9
Figure 2: Business Continuity Plan Quick Guide	9
2. Business Continuity Solutions	11
2.1. Mount Beachside Holiday Park Time-Critical Processes Quick View	11
Table 2: Mount Beachside Holiday Park Time- Critical Processes	11
Site Holder and Visitor Management.....	12
2.2. Incident Response.....	12
2.2.1. Process Information	12
2.2.2. Process Dependencies	12
2.2.3. Related Disruptive Scenarios	13
2.2.4. Establishing Partial Service.....	13
2.2.5. Approach 1	13
2.2.6. Approach 2	14
2.2.7. Approach 3	14
2.2.8. Returning to BAU	15
2.3. Reception Guest Check-in/out	16
2.3.1. Process Information	16
2.3.2. Process Dependencies	16
2.3.3. Related Disruptive Scenarios	16
2.3.4. Establishing Partial Service.....	17
2.3.5. Approach 1	17
2.3.6. Returning to BAU	18
2.3.7. Process Critical Human Resources	18
2.4. Grounds and Park Maintenance.....	19
2.4.1. Process Information	19
2.4.2. Process Dependencies	19
2.4.3. Related Disruptive Scenarios	19
2.4.4. Establishing Partial Service.....	20
2.4.5. Approach 1	20
2.4.6. Approach 2	21
2.4.7. Returning to BAU	21
2.4.8. Process Critical Human Resources	21
General Park Management.....	22
2.5. Waste Management	22
2.5.1. Process Information	22
2.5.2. Process Dependencies	22
2.5.3. Related Disruptive Scenarios	22
2.5.4. Establishing Partial Service.....	23
2.5.5. Approach 1	23
2.5.6. Approach 2	23
2.5.7. Returning to BAU	24
2.5.8. Process Critical Human Resources	24
2.6. Facility Cleaning.....	25
2.6.1. Process Information	25

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

2.6.2.	Process Dependencies	25
2.6.3.	Related Disruptive Scenarios	25
2.6.4.	Establishing Partial Service.....	26
2.6.5.	Approach 1	26
2.6.6.	Returning to BAU	26
2.6.7.	Process Critical Human Resources	26
2.7.	Security (Asset Protection).....	27
2.7.1.	Process Information	27
2.7.2.	Process Dependencies	27
2.7.3.	Related Disruptive Scenarios	27
2.7.4.	Establishing Partial Service.....	28
2.7.5.	Approach 1	28
2.7.6.	Returning to BAU	28
2.7.7.	Process Critical Human Resources	29
2.8.	Reception Camp Bookings.....	30
2.8.1.	Process Information	30
2.8.2.	Process Dependencies	30
2.8.3.	Related Disruptive Scenarios	30
2.8.4.	Establishing Partial Service.....	31
2.8.5.	Approach 1	31
2.8.6.	Returning to BAU	31
2.8.7.	Process Critical Human Resources	32
2.9.	Tourist Information Office	33
2.9.1.	Process Information	33
2.9.2.	Process Dependencies	33
2.9.3.	Related Disruptive Scenarios	33
2.9.4.	Establishing Partial Service.....	34
2.9.5.	Approach 1	34
2.9.6.	Returning to BAU	34
2.9.7.	Process Critical Human Resources	35
2.10.	Health & Safety (Non-Urgent)	36
2.10.1.	Process Information	36
2.10.2.	Process Dependencies	36
2.10.3.	Related Disruptive Scenarios	36
2.10.4.	Establishing Partial Service.....	37
2.10.5.	Approach 1	37
2.10.6.	Returning to BAU	38
2.10.7.	Process Critical Human Resources	38
2.11.	List of Vital Documents and Alternate Sources	39
2.12.	Minimum Equipment List.....	39
3.	Key Contacts.....	41
3.1.	Mount Beachside Holiday Park Staff	41
	Table 5: List of staff	41
3.2.	List of Casual staff.....	41
	Table 6: List of other casual staff	42
3.3.	Company Contact Details	42
	Table 7: Company Contact Details	42
3.4.	Third Party Contractor Contact Details.....	42
	Table 8: Contractor Company Contact Details.....	42
3.5.	Supplier Contact Details.....	43
	Table 9: Supplier Contact Details	43

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

3.6. Duty Contact Numbers.....44
Table 10: Duty contact information44

4. Department Unique Disruptive Scenarios & Strategies46

4.1. Holiday Park Unavailable46
4.1.1. Action Flow Summary46
Figure 3: Flowchart showing BCM process for and Impact to Holiday Park46
4.1.2. Strategy Options47
Table 11: Procedure if Holiday Park is unavailable48

5. Recovery & Continuity Checklists50

5.1. Checklist for all Staff50
5.2. Checklist for Team Leader52
5.3. Checklist for Manager: Spaces & Places Ops.....55

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

1. INTRODUCTION

1.1. Purpose, Scope and other relevant information

The purpose, scope and other information on this Business Continuity Plan (BCP) are detailed in the below table:

Purpose	The purpose of this plan is to provide set of documented procedures to react, recover, restore and resume the Mount Beachside Holiday Park time-critical processes at a predetermined level following a disruptive incident.	
Objective	<p>This Business Continuity Plan (BCP) is in line with the objectives of business continuity defined as:</p> <ul style="list-style-type: none"> • Preservation of life and prevention of further injury • Prevention of escalation of the incident • Preservation and protection of TCC’s assets, including buildings, public facilities, heritage assets, archaeological sites and landscapes • Provision and preservation of critical services and operational business activities • Minimisation of the impact on the local community and environment • Protection of natural and physical resources • Provision of civil defence emergency response • Focus on recovery and a return to business-as-usual as soon as practical. 	
Corporate Responsibilities	<p>All managers must:</p> <ul style="list-style-type: none"> • plan for the safety and wellbeing of their staff • keep the plan up-to-date, backed-up and easily accessible at all times • delegate responsibility for keeping this plan up to date to a specific role in their team • have emergency contact information for their staff and key stakeholders, backed-up and easily accessible at all times • ensure staff know how to use the plan and know what to do during an incident, crisis or emergency • Manager to assume Business Continuity (Incident) Response and Recovery Manager role during an incident • Team Leaders to assume Business Continuity (Incident) Response Lead role during an incident. 	
Legislative Requirements	<ul style="list-style-type: none"> • <u>Local Government Act 2002</u> • <u>Camp Ground Regulations 1985</u> 	
Scope	The scope of the Business Continuity Plan (BCP) is covered below:	
	Inclusions	<p>Location:</p> <ul style="list-style-type: none"> • Mount Beachside Holiday Park <p>Activities covered:</p> <ul style="list-style-type: none"> • Campground • Tourist Information Desk <p>Teams covered:</p> <ul style="list-style-type: none"> • Mount Beachside Holiday Park • Tourist Information Office
	Exclusions	<ul style="list-style-type: none"> • Unavailability following a total destruction • Wide-scale natural disaster at regional level (Emergency Management)

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

Referenced Documents	This Business Continuity Plan should be read in conjunction with:	
	Plans	<ul style="list-style-type: none"> • <u>TCC Master BCP (Section One)</u> • <u>TCC-BCMS-5021- Mount Maunganui Holiday Pandemic Plan</u> • <u>TCC-BCMS-PLN-500b Incident Response and Management Plan</u> • <u>TCC-BCMS-PLN-500 BCMS Strategy Plan</u> • <u>Crisis Communications Plan</u>
	Processes	<ul style="list-style-type: none"> • <u>HSW Emergency and Evacuation Management Processes</u>
	Forms	<ul style="list-style-type: none"> • <u>TCC-BCMS-TMP-604 BCP Post-Incident Review Form</u>
	Policy	<ul style="list-style-type: none"> • <u>Purchasing Card Policy – emergency expenses</u>
	Guidelines	<ul style="list-style-type: none"> • <u>TCC-BCMS-MAN-001 BCMS Manual</u> • <u>TCC-BCMS-GUD-401 BCM Incident Escalation</u> • <u>TCC-BCMS-GUD-404 BCMS Supply Chain Assurance Check</u>
	RA & BIA	<ul style="list-style-type: none"> • <u>RA and BIA Reports</u>
Plan storage Location	<p>This plan is stored at the following location:</p> <ul style="list-style-type: none"> • Business Continuity MS Teams 	
Critical Success Factors	<ul style="list-style-type: none"> • Dependencies on any third parties and suppliers are critical to the recovery of the time-critical processes as per the predefined recovery objectives and their unavailability may delay the recovery. • Technical recovery procedures are required for timely recovery of the time-critical processes • The plan needs to be tested regularly and staff should be trained on their roles & responsibilities • Non-time-critical business processes or any other ad-hoc activities viewed as non-essential during recovery period are either delayed or suspended till Business as Usual 	
Triggers for activation	<ul style="list-style-type: none"> • BCP activation due to an anticipated incident (with a warning) and/or an unanticipated incident (without warning) that can disrupt the business processes. • The decision to activate the Business Continuity Plan is made by Senior Level Management referred to as Incident Management Team (IMT) through BC Advisor & Director: Spaces & Places 	
Communications Channels	The <u>Crisis Communications Plan</u> will be activated via the Communications Team.	
Response Contacts	s 6(c) - Maintenance of Law	
	Mobile:	s 6(c) - Maintenance of Law
	Email:	s 6(c) - Maintenance of Law
	s 7(2)(f)(ii)	
	Mobile:	s 7(2)(f)(ii)
	Email:	s 7(2)(f)(ii)
s 7(2)(f)(ii)		
Mobile:	s 7(2)(f)(ii)	
Email:	s 7(2)(f)(ii)	

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

	s 7(2)(f)(ii)
	Mobile: s 7(2)(f)(ii)
	Email: s 7(2)(f)(ii)

Table 1: Purpose, Scope and other relevant information

1.2. Relationship with other plans

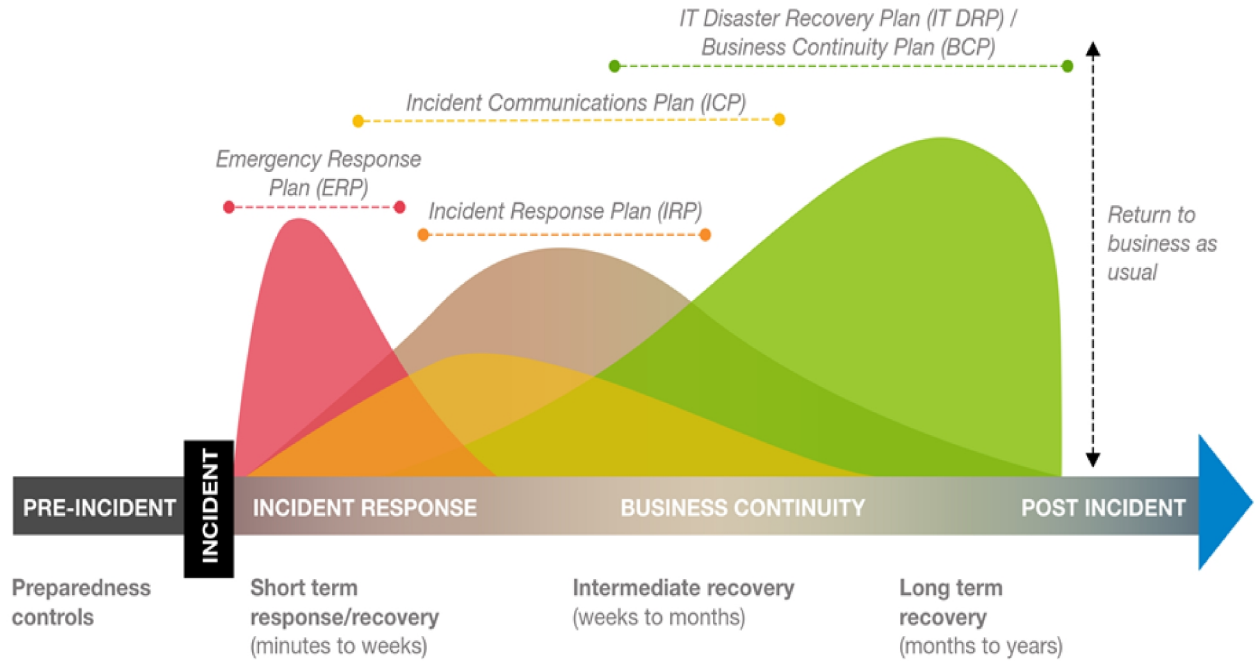


Figure 1: Relationship between various plans

1.3. Business Continuity Plan Quick Guide

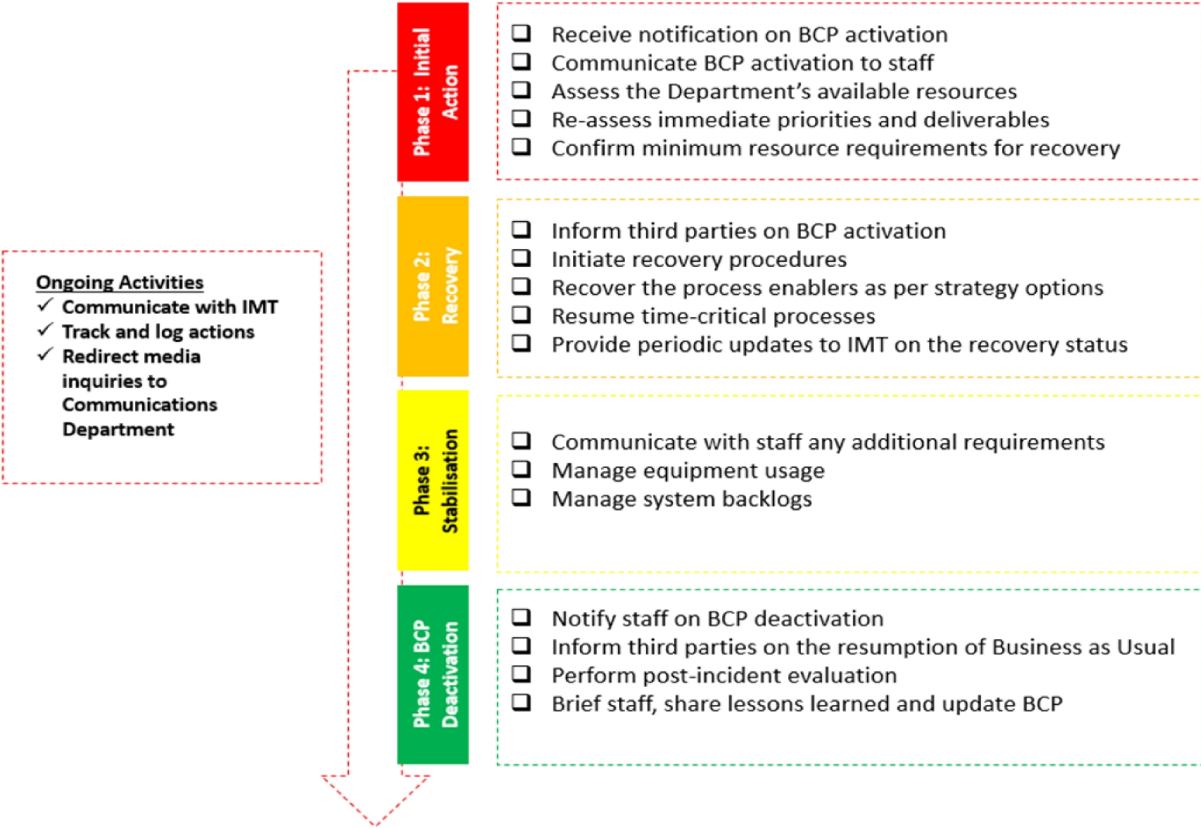


Figure 2: Business Continuity Plan Quick Guide

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

Business Continuity Solutions

This section provides further information on Business Continuity Solutions for Critical Business Processes.

2. BUSINESS CONTINUITY SOLUTIONS

2.1. Mount Beachside Holiday Park Time-Critical Processes Quick View

The below listed Mount Beachside Holiday Park time-critical business processes need to be resumed following a disruptive incident:

S#	Process Name	Process Page	MTPD
Site holder and Visitor Management			
1.	Incident Response. This includes: <ul style="list-style-type: none"> Site Holder and Visitors Health and Safety Issues Security Grounds and Park Management 	12	Immediate
2.	Reception Guest Check-in/out	16	2 Hours
3.	Grounds and Park Maintenance	19	Immediate if there is a danger or threat to staff, guests and visitor health and safety.
			2 Days (non-urgent)
General Park Management			
3.	Waste Management	22	1 Day
4.	Facility Cleaning	25	1 Day
5.	Security (Asset protection)	27	Immediate if there is a danger to Assets and extra security is required
			2 Hours
6.	Reception Camp Bookings	30	3 Days
7.	Tourist Information Office	33	2 Hours
8.	Health & Safety (Non-Urgent)	36	7 Days
8.	CAPEX Management	N/A	20 Days

Table 2: Mount Beachside Holiday Park Time- Critical Processes

* MTPD = Maximum Tolerable Period of Disruption

When determining the Maximum Tolerable Period of Disruption (MTPD) for each function, consider:

'If the function is stopped and nothing done other than to advise stakeholders the function had stopped, how long would it be before it was unacceptable to stakeholders and TCC.'

Process Criticality Key:

Critical	0-5 Days	Significant	6-10 Days	Low	11 Days +
-----------------	----------	--------------------	-----------	-----	-----------

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

Site Holder and Visitor Management

2.2. Incident Response

2.2.1. Process Information

Maximum Tolerable Period of Disruption	Immediate
Business Group	Mount Beachside Holiday Park
Process Description	<p>Incident Response following impact to Park and Grounds. Includes:</p> <ul style="list-style-type: none"> • Guest and Visitor Health and Safety • Extra Security Requirements • Urgent Park Maintenance • Cancelling Reservations
Process Owner (incl. mobile phone)	s 6(c) - Maintenance of Law
Secondary Process Owner (incl. mobile phone)	s 7(2)(f)(ii) s 6(c) - Maintenance of Law
Tertiary Process Owner (incl. mobile phone)	s 6(c) - Maintenance of Law
Related Promapp Process	TBA

2.2.2. Process Dependencies

Internal Teams/Roles/People	All staff - Holiday Park Customer Services and Grounds Maintenance, HSW, Property Services, TTOC
Min HR / BAU	All Park Staff on duty at time of event
IT resources Internal	Vault
IT resources External	Security Monitoring system
Physical Resources	First Aid kit, mobile phones, PPE and any equipment required to cordon off areas
Third Party and Suppliers	Emergency Services as required. CDEM.
Critical Documents	Guest lists, Emergency Response plans place throughout the park and offices.

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

2.2.3. Related Disruptive Scenarios

Scenario	Location
Loss of Property & Equipment	Master BCP; Relocation to WFH
Loss of Power	Master BCP
Loss of IT Platforms	Master BCP
Loss of People	Master BCP
Loss of Vital Records	Master BCP; List of vital records pg 39 of this plan.
Holiday Park Unavailable	This Plan, pg 46
Pandemic Plan	<u>TCC Master Pandemic Plan, Dept Pandemic Plan</u>

2.2.4. Establishing Partial Service

Minimum Business Continuity Objective (MBCO)	<p>Prioritising and responding immediately and to incidences that poses a risk to guest and visitor health and safety.</p> <p>“Partial Service” can be offered by evacuation of Park, calling emergency services and manually checking welfare and safety of guest following Emergency Response procedures.</p> <p>Temporarily securing the area, if possible, and adding extra security to prevent guests or visitor injury.</p> <p>Monitor H&S procedures of third-party contractors.</p> <p>Approach 1 = Emergency Response Plan and Evacuation procedures, add extra Security. H&S procedures of third parties.</p> <p>Approach 2 = Urgent Park Maintenance</p> <p>Approach 3 = Cancel bookings</p>
Requirements	<ul style="list-style-type: none"> • Staff are available • Emergency Services are available • Third Party Contractors are available

2.2.5. Approach 1

Steps required to establish MBCO process:
<p>Following a disruptive event and trigger to active BCP, Team Leader and staff will determine which immediate response will be taken dependant on severity of incident.</p> <p>Follow Park Emergency Response procedures:</p> <ol style="list-style-type: none"> 1. Raise alarm and evacuate Park as required 2. Call emergency services as required 3. Attend to any guests or visitors injured, provide support for affected guests or visitors

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

4. Account for guests – notify emergency services if any guests are missing or their welfare is uncertain
5. Temporarily secure the area to avoid injury to guests or visitors
6. For large scale incidents, CDEM will become involved. Staff, guests and visitors to follow CDEM instructions.
7. Notify Manager of event

Park Security:

1. Staff member/s to remain at cordoned off area, if safe to do so, until security has arrived and if emergency services has authorised
2. Request for extra Security services to maintain Park security from Watchdog Security and/or Manager to organise

Also refer to page 27 for more information regarding Security (Asset Protection).

Third Party Health & Safety:

1. Notify Third Parties of Park incident or disruption and advise any further H&S processes needing to be adhered to
2. Stand down any works that are non-urgent and which pose a threat to third party contractors H&S
3. If Vault is unavailable, have any incidents notified manually (phone/form/email)
4. Ask for extra support from TCC HSW team
5. Advise and monitor contractor third party H&S

See page 36 for further H&S information.

2.2.6. Approach 2

Steps required to establish MBCO process:

Urgent Park Maintenance:

1. Prioritise any Park Maintenance that is required to ensure guest and visitor health and safety
2. Staff to cordoned off area to prevent injury or accident within the affected area – request extra security if required
3. Check guests and visitors have not been affected, relocate guests to safe areas if required and assist with relocation

See page 19 for further information.

2.2.7. Approach 3

Steps required to establish MBCO process:

Cancel bookings:

1. If incident is prolonged or damage to Park deems the Park unsafe for guests and visitors and has to be closed, cancel bookings and check out guests.
2. Any guests due to be checking in in the short term, cancel or rebook their reservations
3. Notify Customer Services and Comms to change public messaging

See from Page 16 for further information if system has been impacted.

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

2.2.8. Returning to BAU

Steps required to re-establish the full process

Incident is over and processes returns to normal:

1. Manager and Team Leader to inspect Parks areas are repaired and safe for guests and visitors to return
2. Inspect and Check reception area is ready to receive guests. Notify Cleaning contractors or Maintenance contractors of any work that needs to be done prior to opening reception.
3. Notify staff of return to BAU, physically move any temporary reception items and return to reception
4. Notify comms to change public messaging on website.
5. Notify call centre of return to BAU and advise of any expected disruptions returning to BAU
6. Agreement to made by Team Leader & Manager

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

2.3. Reception Guest Check-in/out

2.3.1. Process Information

Maximum Tolerable Period of Disruption	2 Hours
Business Group	Mount Beachside Holiday Park
Process Description	Processing Guests arrival and departure procedures at Holiday Park.
Process Owner (incl. mobile phone)	s 6(c) - Maintenance of Law
Secondary Process Owner (incl. mobile phone)	s 7(2)(f)(ii)
Tertiary Process Owner (incl. mobile phone)	
Related Promapp Process	TBA

2.3.2. Process Dependencies

Internal Teams/Roles/People	Holiday Park Customer Services, Comms, Call Centre
Min HR / BAU	Min HR 1 / 3 BAU
IT resources Internal	TCC network for internet
IT resources External	Rezexpert, ConnectIT
Physical Resources	Desktop, mobile phone. Cabin/facility keys
Third Party and Suppliers	DigitalRez Australia, ConnectIT (Fobs ,WIFI)
Critical Documents	Bookings reports info

2.3.3. Related Disruptive Scenarios

Scenario	Location
Loss of Property & Equipment	Master BCP; Relocation to WFH
Loss of Power	Master BCP
Loss of IT Platforms	Master BCP
Loss of People	Master BCP
Loss of Vital Records	Master BCP; List of vital records pg 39 of this plan.
Holiday Park Unavailable	This Plan, pg 46
Pandemic Plan	<u>TCC Master Pandemic Plan</u> , <u>Dept Pandemic Plan</u>

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

2.3.4. Establishing Partial Service

Minimum Business Continuity Objective (MBCO)	<p>Continue to check in / out guests during an IT disruption or if office is unavailable or disruption occurs</p> <p>“Partial Service” can be offered by manually checking in or outs guests</p> <p>Approach 1 = Alternative arrangement to Reception Guest Check-in/out to be made by setting up a temporary check-in check out site</p>
Requirements	<ul style="list-style-type: none"> • Staff are available • IT systems are available

2.3.5. Approach 1

Steps required to establish MBCO process:
<p>Following a disruptive event and trigger to active BCP, Team Leader and Manager will determine which approach and workaround will be taken. Make assessment if Park can remain open.</p> <p>Notify comms of any changes in public messaging on website. Notify call centre keep updated on situation.</p> <p>Establish alternative arrangements for Reception Guest Check-in/out:</p> <ol style="list-style-type: none"> 1. Choose an available site close to entry point or cabin / onsite caravan 2. Portable device mobile phone, laptop for access to booking system 3. If Parks staff are unavailable, use casual pool staff to cover staffing requirements. <p>Process for Reservations</p> <ol style="list-style-type: none"> 4. Use portable device to make reservation 5. If IT is unavailable use Arrivals After Hours Check in form to capture details 6. Once IT is back online, convert soft copy to electronic booking version <p>Process for check in</p> <ol style="list-style-type: none"> 1. Staff member to direct guests to alternative reception area 2. Use portable device to process check in 3. If IT booking system is unavailable use Arrivals After Hours Check in form – Note booking reservation number 4. Manually assign an available site 5. If fob’s and keys are unavailable at check in manually unlock doors. 6. If Cabin & Onsite caravan keys are unavailable, we cannot assign cabins or caravans and guests cannot be checked in. Attempt to notify guests in advance if check-in is impossible 7. Once IT is back online, convert soft copy to electronic booking version <p>Process for check out</p> <ol style="list-style-type: none"> 1. Staff member to direct guests to alternative reception area 2. Use portable device to make check out 3. If eftpos is unavailable ask guest to provide credit card details. Guests may also pay by internet banking, but credit details must be provided regardless as an assurance to TCC. 4. Use after hours check in form for manual check out if booking system is unavailable. 5. Make sure all keys and fobs are returned. 6. Once IT is back online, convert soft copy to electronic booking version

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

2.3.6. Returning to BAU

Steps required to re-establish the full process

Reception Guest Check-in/out process returns to normal:

1. Check reception area is ready to receive guests. Notify Cleaning contractors or Maintenance contractors of any work that needs to be done prior to opening reception.
2. Notify staff of return to BAU, physically move any temporary reception items and return to reception
3. Notify comms to change public messaging on website.
4. Notify call centre of return to BAU and advise of any expected disruptions returning to BAU
5. If IT was disrupted test and monitor reservation system for stability
6. Convert all hard copy forms to electronic version
7. Reconciliation from the booking systems and manual check in forms
8. Process all and any outstanding payments email receipts as required
9. Agreement to made by Team Leader & Manager

2.3.7. Process Critical Human Resources

Min. HR Required/BAU	Human Resources			
	Primary	Secondary	Tertiary	Other trained staff
1 / 3	s 6(c) - Maintenance of Law	s 7(2)(f)(ii)	s 7(2)(f)(ii)	s 7(2)(f)(ii)
				s 7(2)(f)(ii)
				s 6(c) - Maintenance of Law
				s 7(2)(f)(ii)

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

2.4. Grounds and Park Maintenance

2.4.1. Process Information

Maximum Tolerable Period of Disruption	Immediate reactive maintenance to issues posing a threat to health and safety
	2 Days – non urgent maintenance
Business Group	Mount Beachside Holiday Park
Process Description	<ul style="list-style-type: none"> • Maintenance – reactive and preventative • Grounds upkeep • Power/Electric • Wifi
Process Owner (incl. mobile phone)	s 7(2)(f)(ii)
Secondary Process Owner (incl. mobile phone)	s 6(c) - Maintenance of Law
Tertiary Process Owner (incl. mobile phone)	s 6(c) - Maintenance of Law
Related Promapp Process	TBA

2.4.2. Process Dependencies

Internal Teams/Roles/People	Caretaker
Min HR / BAU	Min HR 1 / 2 BAU
IT resources Internal	Vault, Objective
IT resources External	
Physical Resources	<ul style="list-style-type: none"> • 1 Camp Ute • 1 mowers • 2 weed eaters
Third Party and Suppliers	Watchdog Security. CDEM.

2.4.3. Related Disruptive Scenarios

Scenario	Location
Loss of Property & Equipment	Master BCP; Relocation to WFH
Loss of Power	Master BCP
Loss of IT Platforms	Master BCP
Loss of People	Master BCP
Loss of Vital Records	Master BCP; List of vital records pg 39 of this plan.

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

Holiday Park Unavailable	This Plan, pg 46
Pandemic Plan	<u>TCC Master Pandemic Plan, Dept Pandemic Plan</u>

2.4.4. Establishing Partial Service

Minimum Business Continuity Objective (MBCO)	<p>Repairs and maintenance on facilities /grounds issues posing a risk to H&S of guests and public visitors following an incident:</p> <ul style="list-style-type: none"> • Prioritising immediate danger to H&S to occur immediately • Non urgent repairs & maintenance within 2 days <p>“Partial Service” can be offered through/by City Care or Park Caretaker</p> <p>Approach 1 = Alternative arrangement to Grounds and Park Maintenance to be made by prioritising immediate response by City Care or Park Caretaker responding with support from Property Services</p> <p>Approach 2 = Alternative arrangement to Grounds and Park Maintenance to be made by prioritising immediate response by City Care or Park Caretaker responding with support from Property Services</p>
Requirements	<ul style="list-style-type: none"> • Caretaker is available • City Care is available • Alternative Third Party is available

2.4.5. Approach 1

Steps required to establish MBCO process:
<p>Following a disruptive event and trigger to active BCP, Team Leader and Manager will determine which approach and workaround will be taken.</p> <p>Establish alternative arrangements for Grounds and Park Maintenance:</p> <ol style="list-style-type: none"> 1. Prioritise immediate issues that pose a H&S risk to Park visitors and guests 2. Notify City Care and Security of issue and request urgent support 3. Cordon off area and post staff member to monitor until City Care and extra security is onsite 4. Caretaker could deal with the issue if urgent and they are able to do so 5. If CCTV is unavailable, staff to physically monitor park & grounds 6. Emergency services to assist if issues are posing a major threat 7. If City Care is unavailable escalate to Director: Spaces & Places to assist with obtaining expert help 8. Consider Park evacuation & closure in extreme situations – CDEM will become involved. 9. Agreement to made by Team Leader/Manager

2.4.6. Approach 2

Steps required to establish MBCO process:

Following a disruptive event and trigger to active BCP, Team Leader and Manager will determine which approach and workaround will be taken.

Establish alternative arrangements for non-urgent Grounds and Park Maintenance:

1. Prioritise new issues or reactive or preventative maintenance that poses a H&S risk to Park visitors and guests.
2. If there is ongoing incident, delay non-urgent maintenance if possible
3. Caretaker could deal with the issue if urgent and they are able to do so
4. Notify City Care and Security of issue
5. Cordon off area and post staff member to monitor until City Care is onsite
6. If CCTV is unavailable, staff to physically monitor park & grounds
7. If City Care is unavailable escalate to Director: Spaces & Places to assist with obtaining expert help
8. Agreement to made by Team Leader/Manager

2.4.7. Returning to BAU

Steps required to re-establish the full process

Grounds and Park Maintenance process returns to normal:

1. Stand down engaged third parties
2. Notify staff of return to BAU
3. Close off any non-critical grounds maintenance that was put on hold.
4. Carry out inspection before re opening area's to guests and visitors
5. Update Vault as required
6. Agreement to made by Team Leader / Manager

2.4.8. Process Critical Human Resources

Min. HR Required/BAU	Human Resources			
	Primary	Secondary	Tertiary	Other trained staff
1 / 2	s 7(2)(f)(ii)	s 6(c) - Maintenance of Law		Park Staff

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

General Park Management

2.5. Waste Management

2.5.1. Process Information

Maximum Tolerable Period of Disruption	1 Day
Business Group	Mount Beachside Holiday Park
Process Description	Collection, storage and removal of refuse and recycling.
Process Owner (incl. mobile phone)	s 7(2)(f)(ii)
Secondary Process Owner (incl. mobile phone)	
Tertiary Process Owner (incl. mobile phone)	s 6(c) - Maintenance of Law
Related Promapp Process	TBA

2.5.2. Process Dependencies

Internal Teams/Roles/People	Caretaker
Min HR / BAU	Min HR 1 / 2 BAU
IT resources Internal	
IT resources External	
Physical Resources	Camp Ute, overalls, gloves
Third Party and Suppliers	City Care, Waste Management

2.5.3. Related Disruptive Scenarios

Scenario	Location
Loss of Property & Equipment	Master BCP; Relocation to WFH
Loss of Power	Master BCP
Loss of IT Platforms	Master BCP
Loss of People	Master BCP
Loss of Vital Records	Master BCP; List of vital records pg 39 of this plan.

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

Holiday Park Unavailable	This Plan, pg 46
Pandemic Plan	<u>TCC Master Pandemic Plan, Dept Pandemic Plan</u>

2.5.4. Establishing Partial Service

Minimum Business Continuity Objective (MBCO)	<p>State the min MBCO</p> <p>i.e. Removing waste from Holiday Park on a regular basis:</p> <ul style="list-style-type: none"> • Off Peak: Mon/Wed/Fri • Peak: daily • Every 3 days for recycling. <p>“Partial Service” can be offered through by reducing regularity of service dependant on time of year (considering busy periods)</p> <p>Approach 1 = Alternative arrangement to Waste Management to be made by organising another Third Party</p> <p>Approach 2 = Further alternative arrangement to Waste Management to be made by Holiday Park staff taking loads to transfer station</p>
Requirements	<ul style="list-style-type: none"> • Staff are available • Third Parties are available

2.5.5. Approach 1

Steps required to establish MBCO process:
<p>Following a disruptive event and trigger to active BCP, Team Leader and Manager will determine which approach and workaround will be taken.</p> <p>Establish alternative arrangements for Waste Management:</p> <ol style="list-style-type: none"> 1. If Waste Management Company is not available, contact Envirowaste to cover waste and recycling pick up and removal 2. Determine and agree frequency to accommodate Peak and off-peak season. 3. Agreement to made by Team Leader / Manager

2.5.6. Approach 2

Steps required to establish MBCO process:
<p>Establish another alternative arrangements for making Waste Management:</p> <ol style="list-style-type: none"> 1. If no third-party contractors are available Parks staff will be assigned to transport waste and recycling to transfer station 2. Ensure staff have appropriate PPE (gloves masks overalls safety boots, Hi Vis jackets) 3. Staff to use Park Ute and hire a trailer (ie from Hire Pool) 4. Agreement to made by HSW, Team Leader / Manager

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

2.5.7. Returning to BAU

Steps required to re-establish the full process

Waste Management process returns to normal:

1. If engaged stand down alternative contractor
2. Return any hire equipment
3. Notify staff of return to BAU
4. Monitor Waste Management for any service disruptions
5. Agreement to made by Team Leader / Manager

2.5.8. Process Critical Human Resources

Min. HR Required/BAU	Human Resources			
	Primary	Secondary	Tertiary	Other trained staff
1 / 2	s 7(2)(f)(ii)	s 6(c) - Maintenance of Law		

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

2.6. Facility Cleaning

2.6.1. Process Information

Maximum Tolerable Period of Disruption	1 Day
Business Group	Mount Beachside Holiday Park
Process Description	Cleaning Kitchens/bathrooms/Cabins, Onsite caravans and reception area.
Process Owner (incl. mobile phone)	s 7(2)(f)(ii)
Secondary Process Owner (incl. mobile phone)	s 7(2)(f)(ii)
Tertiary Process Owner (incl. mobile phone)	s 6(c) - Maintenance of Law
Related Promapp Process	TBA

2.6.2. Process Dependencies

Internal Teams/Roles/People	Facility Cleaners
Min HR / BAU	Min HR 1 / 3 BAU
IT resources Internal	Vault
IT resources External	
Physical Resources	Camp Ute, overalls, gloves, cleaning products
Third Party and Suppliers	Epic Cleaning Contractors, Advance Cleaning

2.6.3. Related Disruptive Scenarios

Scenario	Location
Loss of Property & Equipment	Master BCP; Relocation to WFH
Loss of Power	Master BCP
Loss of IT Platforms	Master BCP
Loss of People	Master BCP
Loss of Vital Records	Master BCP; List of vital records pg 39 of this plan.
Holiday Park Unavailable	This Plan, pg 46
Pandemic Plan	<u>TCC Master Pandemic Plan</u> , <u>Dept Pandemic Plan</u>

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

2.6.4. Establishing Partial Service

Minimum Business Continuity Objective (MBCO)	<p>Ensure daily cleaning is carried out this includes facilities, Cabins and onsite caravans</p> <p>“Partial Service” can be offered through</p> <p>Approach 1 = Alternative arrangement to Facility Cleaning to be made by Holiday Park staff carrying out cleaning duties</p>
Requirements	<ul style="list-style-type: none"> • Third Parties are available

2.6.5. Approach 1

Steps required to establish MBCO process:
<p>Following a disruptive event and trigger to active BCP, Team Leader and Manager will determine which approach and workaround will be taken.</p> <p>Establish alternative arrangements for Facility Cleaning:</p> <ol style="list-style-type: none"> 1. Determine likely length of cleaning service disruption 2. Notify staff that Epic Cleaning is unavailable 3. Holiday Park staff to continue cleaning regimes as required. This includes facilities cabins and onsite caravans 4. If cleaning services disruption is determined to be prolonged, Epic Cleaning to engage third party alternative cleaning company 5. Holiday Park staff to be provided with appropriate PPE and supplies. Any supplies can be brought at the local supermarket. 6. Agreement to made by Team Leader / Manager. Agreement to be made with Epic Cleaning on acceptable service disruption

2.6.6. Returning to BAU

Steps required to re-establish the full process
<p>Facility Cleaning process returns to normal:</p> <ol style="list-style-type: none"> 1. Advise staff of return to BAU 2. Monitor Epic Cleaning while returning to BAU 3. Agreement to made by Epic Cleaning and Team Leader/ Manager

2.6.7. Process Critical Human Resources

Min. HR Required/BAU	Human Resources			
	Primary	Secondary	Tertiary	Other trained staff
1 / 3	s 7(2)(f)(ii)	s 7(2)(f)(ii)	s 6(c) - Maintenance of Law	Park Staff

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

2.7. Security (Asset Protection)

2.7.1. Process Information

Maximum Tolerable Period of Disruption	Immediate if there is a danger to Assets and extra security is required
	1 Day
Business Group	Mount Beachside Holiday Park
Process Description	Security Camera's throughout Park & Reception monitored by TTOC & staff
Process Owner (incl. mobile phone)	s 6(c) - Maintenance of Law
Secondary Process Owner (incl. mobile phone)	
Tertiary Process Owner (incl. mobile phone)	
Related Promapp Process	TBA

2.7.2. Process Dependencies

Internal Teams/Roles/People	TTOC, Team Leader, Caretaker, Security
Min HR / BAU	All Staff rostered on –extra security if security monitoring system is down of Park has incident. Team leader, Caretaker
IT resources Internal	N/A
IT resources External	Security Monitoring System (CCTV)
Physical Resources	Torches, Radios, mobile phones
Third Party and Suppliers	CityCare, Watchdog Security

2.7.3. Related Disruptive Scenarios

Scenario	Location
Loss of Property & Equipment	Master BCP; Relocation to WFH
Loss of Power	Master BCP
Loss of IT Platforms	Master BCP
Loss of People	Master BCP
Loss of Vital Records	Master BCP; List of vital records pg 39 of this plan.
Holiday Park Unavailable	This Plan, pg 46

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

Pandemic Plan	<u>TCC Master Pandemic Plan, Dept Pandemic Plan</u>
---------------	---

2.7.4. Establishing Partial Service

Minimum Business Continuity Objective (MBCO)	<p>Ensure Security of Assets is managed manually in the event CCTV and security monitoring systems are unavailable</p> <p>“Partial Service” can be offered through Security Guards being onsite and carrying out manual security inspections and patrols.</p> <p>Approach 1 = Alternative arrangement to Security (asset Protection) by having security guards patrolling the Park and grounds.</p>
Requirements	<ul style="list-style-type: none"> • Third Party security guards are available

2.7.5. Approach 1

Steps required to establish MBCO process:
<p>Following a disruptive event and trigger to active BCP, Team Leader and Manager will determine which approach and workaround will be taken.</p> <p>Establish alternative arrangements to the automated security system (CCTV and Monitors):</p> <ol style="list-style-type: none"> 1. Determine likely length of security system disruption 2. Notify Security that extra security guards are to be posted to Park and grounds to maintain 24/7 security patrols 3. Holiday Park staff to maintain security until third party has arrived and handover has been made 4. Holiday Park staff to be provided with appropriate PPE and equipment supplies such as handheld radios and torches. Unless trained, staff are not to carry out security duties alone. 5. Agreement to made by Team Leader / Manager. Agreement to be made with Watchdog Security.

2.7.6. Returning to BAU

Steps required to re-establish the full process
<p>Security (Asset Protection) process returns to normal:</p> <ol style="list-style-type: none"> 1. Advise staff of return to BAU 2. Check and monitor security system for stability 3. Keep security guards on duty until sure system remains in BAU 4. Agreement to made by TTOC, Security Third party and Team Leader & Manager

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

2.7.7. Process Critical Human Resources

Min. HR Required/BAU	Human Resources			
	Primary	Secondary	Tertiary	Other trained staff
Staff working	s 6(c) - Maintenance of Law		Park Staff	Other Third-Party Security (Watchdog Security)

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

2.8. Reception Camp Bookings

2.8.1. Process Information

Maximum Tolerable Period of Disruption	3 Days
Business Group	Mount Beachside Holiday Park
Process Description	Online bookings/answering enquiries
Process Owner (incl. mobile phone)	s 6(c) - Maintenance of Law
Secondary Process Owner (incl. mobile phone)	s 7(2)(f)(ii)
Tertiary Process Owner (incl. mobile phone)	s 7(2)(f)(ii)
Related Promapp Process	TBA

2.8.2. Process Dependencies

Internal Teams/Roles/People	Park Customer Services, Contact Centre, Comms
Min HR / BAU	Min HR 1 / 8 BAU
IT resources Internal	TCC network for Internet
IT resources External	Rezexpert
Physical Resources	Desktop, mobile phone, Laptops
Third Party and Suppliers	DigitalRez, ConnectIT
Critical Documents	Bookings reports info

2.8.3. Related Disruptive Scenarios

Scenario	Location
Loss of Property & Equipment	Master BCP; Relocation to WFH
Loss of Power	Master BCP
Loss of IT Platforms	Master BCP
Loss of People	Master BCP
Loss of Vital Records	Master BCP; List of vital records pg 39 of this plan.
Holiday Park Unavailable	This Plan, pg 46
Pandemic Plan	<u>TCC Master Pandemic Plan</u> , <u>Dept Pandemic Plan</u>

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

2.8.4. Establishing Partial Service

Minimum Business Continuity Objective (MBCO)	<p>State the min MBCO</p> <p>Manual Reservations if we cannot use electronic reservation system</p> <ul style="list-style-type: none"> • Reservation system to be back online within three days • Customer Services to create manual booking <p>“Partial Service” can be offered through/by Customer Services over the phone, via email or face to face in Park reception</p> <p>Approach 1 = Alternative arrangement to Reception Camp Bookings to be made by notifying Customer Services to make manual bookings and updating Public messaging on website if reservation system is down.</p>
Requirements	<ul style="list-style-type: none"> • Staff are available • Contact Centre is available • Park Customer Services is available

2.8.5. Approach 1

Steps required to establish MBCO process:
<p>Following a disruptive event and trigger to active BCP, Team Leader and Manager will determine which approach and workaround will be taken.</p> <p>Establish alternative arrangements for Reception Camp Bookings:</p> <ol style="list-style-type: none"> 1. Notify Digital Rez that reservation system is down 2. Notify Contact Centre that reservation system is unavailable, contact centre agents to create manual bookings, email through to Park Customers Services 3. Notify Comms to update website 4. Brief staff on manual booking process: <ol style="list-style-type: none"> a. Complete Arrivals after hours check in form for all bookings manually taken offline b. Assign available sites (physically determine what sites are available by doing grounds walk through) 5. Revert to manual check in and check out process – see 0 for details 6. Notify contact centre if Park is full and notify Comms to update website 7. Agreement to made by Team Leader / Manager, Customer Services

2.8.6. Returning to BAU

Steps required to re-establish the full process
<p>Reception Camp Bookings process returns to normal:</p> <ol style="list-style-type: none"> 1. Test and monitor the reservation system for stability 2. Notify Customer Services & Comms of return to BAU. 3. Update website 4. Determine any disruptions in returning to BAU 5. Convert any hardcopy forms to electronic version

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

6. Reconciliation from the booking systems and manual check in forms
7. Process all and any outstanding payments email receipts as required
8. Agreement to made by Team Leader & Manager

2.8.7. Process Critical Human Resources

Min. HR Required/BAU	Human Resources			
	Primary	Secondary	Tertiary	Other trained staff
1 / 8	s 6(c) - Maintenance of Law	s 7(2)(f)(ii)		
				s 7(2)(f)(ii)
				s 6(c) - Maintenance of Law
				s 7(2)(f)(ii)

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

2.9. Tourist Information Office

2.9.1. Process Information

Maximum Tolerable Period of Disruption	2 Hours
Business Group	Mount Beachside Holiday Park
Process Description	Giving advice to guest's & customers on things to do in the area, activities.
Process Owner (incl. mobile phone)	s 6(c) - Maintenance of Law
Secondary Process Owner (incl. mobile phone)	s 7(2)(f)(ii)
Tertiary Process Owner (incl. mobile phone)	
Related Promapp Process	TBA

2.9.2. Process Dependencies

Internal Teams/Roles/People	Park Customer Services, Contact Centre, Comms
Min HR / BAU	Min HR 1 / 8 BAU
IT resources Internal	TCC network for Internet
IT resources External	Rezexpert
Physical Resources	Desktop, mobile phone, Laptops
Third Party and Suppliers	DigitalRez, ConnectIT, TBOP
Critical Documents	Bookings reports info

2.9.3. Related Disruptive Scenarios

Scenario	Location
Loss of Property & Equipment	Master BCP; Relocation to WFH
Loss of Power	Master BCP
Loss of IT Platforms	Master BCP
Loss of People	Master BCP
Loss of Vital Records	Master BCP; List of vital records pg 39 of this plan.
Holiday Park Unavailable	This Plan, pg 46
Pandemic Plan	<u>TCC Master Pandemic Plan</u> , <u>Dept Pandemic Plan</u>

2.9.4. Establishing Partial Service

Minimum Business Continuity Objective (MBCO)	<p>Provide information and advice to guests and visitors. Manual Reservations through calls.</p> <ul style="list-style-type: none"> Supply printed information to visitors and guests <p>“Partial Service” can be offered through/by Customer Services over the phone, via email or face to face in Park reception</p> <p>Approach 1 = Alternative arrangement to Tourist Information Centre to be made by talking to office visitors and handing out printed material (if available), make manual bookings if possible or directing guests to I-Site TBOP</p>
Requirements	<ul style="list-style-type: none"> Staff are available TBOP is available Park Customer Services is available

2.9.5. Approach 1

Steps required to establish MBCO process:
<p>Following a disruptive event and trigger to active BCP, Team Leader and Manager will determine which approach and workaround will be taken.</p> <p>Establish alternative arrangements for Tourist activity bookings:</p> <ol style="list-style-type: none"> 1. Notify Comms to update website 2. Notify stakeholders (tourist activity businesses etc.) 3. Set up alternative tourist information area at a safe free site (caravan or unit) – place signage 4. Call tourist operator to notify of guest interest in activity 5. Agreement to made by Team Leader / Manager, tourist activity clients

2.9.6. Returning to BAU

Steps required to re-establish the full process
<p>Tourist Information Office processes returns to normal:</p> <ol style="list-style-type: none"> 1. Test and monitor the reservation system/s for stability 2. Restock printed material 3. Notify tourist activity clients of return to BAU 4. Notify Customer Services & Comms of return to BAU 5. Update website 6. Determine any disruptions in returning to BAU 7. Convert any hardcopy forms to electronic version 8. Reconciliation from the booking systems and manual booking forms 9. Process all and any outstanding payments email receipts as required 10. Agreement to made by Team Leader & Manager

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

2.9.7. Process Critical Human Resources

Min. HR Required/BAU	Human Resources			
	Primary	Secondary	Tertiary	Other trained staff
1 / 8	s 6(c) - Maintenance of Law	s 7(2)(f)(ii)		
				s 7(2)(f)(ii) s 6(c) - Maintenance of Law s 7(2)(f)(ii)

2.10. Health & Safety (Non-Urgent)

2.10.1. Process Information

Maximum Tolerable Period of Disruption	7 Days
Business Group	Mount Beachside Holiday Park
Process Description	PCBU, public, internal, contractors H&S requirements, training etc.
Process Owner (incl. mobile phone)	s 6(c) - Maintenance of Law
Secondary Process Owner (incl. mobile phone)	TCC H&S Team
Tertiary Process Owner (incl. mobile phone)	
Related Promapp Process	TBA

2.10.2. Process Dependencies

Internal Teams/Roles/People	HSW Team
IT resources Internal	TCC network for Internet
IT resources External	Vault
Physical Resources	
Third Party and Suppliers	
Critical Documents	

2.10.3. Related Disruptive Scenarios

Scenario	Location
Loss of Property & Equipment	Master BCP; Relocation to WFH
Loss of Power	Master BCP
Loss of IT Platforms	Master BCP
Loss of People	Master BCP
Loss of Vital Records	Master BCP; List of vital records pg 39 of this plan.
Holiday Park Unavailable	This Plan, pg 46
Pandemic Plan	<u>TCC Master Pandemic Plan</u> , <u>Dept Pandemic Plan</u>

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

2.10.4. Establishing Partial Service

Minimum Business Continuity Objective (MBCO)	<p>Health and Safety issues for urgent incident response to be prioritise. See page 12.</p> <p>'BAU' H&S non-urgent responsibilities and activities to delayed for a maximum of 7 days</p> <ul style="list-style-type: none"> • Planned Training to delayed until incident is under control – unless staff require urgent training due to staff being unavailable • Monitor external Third Party H&S procedures • Scheduled Risk Assessments to be prioritised • H&S checks are carried out prior to reopening park or grounds <p>"Partial Service" can be offered through/by H& S team taking over responsibilities, if safe to do so, if necessary and/or liaising with external parties if there is an impact at the Park or staff are unavailable.</p> <p>Approach 1 = Alternative arrangement to Health & Safety, TCC HSW team to support Park's H&S requirements, if safe to do so.</p>
Requirements	<ul style="list-style-type: none"> • Staff are available • TCC HSW team are available • Third Party's continuing to adhere to H&S requirements

2.10.5. Approach 1

Steps required to establish MBCO process:
<p>Following a disruptive event and trigger to active BCP, Team Leader and Manager will determine which approach and workaround will be taken.</p> <p>Establish alternative arrangements for Health & Safety:</p> <ol style="list-style-type: none"> 1. Notify Third Parties of Park disruption and advise any further H&S processes needing to be adhered to. See page 14 for incident response information. 2. Reschedule all non-essential H&S training 3. Delay non-urgent H&S risk assessments/inspections that would pose a threat to staff if they were to carry them out 4. Seek extra support from TCC HSW team as required 5. Use TCC HSW team if liaison with external stakeholders is required 6. Agreement to made by Team Leader / Manager, TCC HSW Manager

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

2.10.6. Returning to BAU

Steps required to re-establish the full process

Health & Safety process returns to normal:

1. Notify Third Parties of return to BAU H&S processes
2. Notify Stakeholders of return to BAU
3. Prioritise and reschedule H&S requirements and activities are remain open
4. Convert any hardcopy forms to electronic version
5. Update Vault
6. Agreement to made by Team Leader & Manager

2.10.7. Process Critical Human Resources

Min. HR Required/BAU	Human Resources			
	Primary	Secondary	Tertiary	Other trained staff
	s 6(c) - Maintenance of Law	TCC H&S team		

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

2.11. List of Vital Documents and Alternate Sources

S#	Vital Document	Type	Location	Alternate source
1.	Bookings reports info	doc	Rezexpert	Call Digitalrez for reports.
2.	Arrivals after hours check-in forms	doc	<u>Objective</u>	Printed copies in Master File Reception Building
3.	Operations Manual	doc	<u>Objective</u>	Printed copy in Reception Building
4.	Business Continuity Plan	Doc	Objective – <u>A12064068</u>	Objective Connect through BC Advisor / Risk Team

Table 3: List of vital documents recoverable from alternate sources

2.12. Minimum Equipment List

S#	Item	No.	Location	Alternate source
1.	Camp Ute	1	onsite	Custom Fleet
2.	Mower	1	onsite	Hire Pool
3.	Weed eaters	2	onsite	Hire Pool
4.	Generator		Not onsite	Hire pool
5.	Cleaning products		onsite	Supermarket
6.	PPE: Safety Glasses, Earmuffs, Hi Vis jackets, gumboots, Gloves, masks, Hard hats		onsite	NZ Safety Newton Rd Mt Maunganui
7.	Cabin and Facility Keys		onsite	Shane Locksmith Guy
8.	Fobs	400	onsite	ConnectIT

Table 4: Minimum Equipment List

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

Key Contacts

This section provides further information Key Contacts for the Business Unit.

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

3. KEY CONTACTS

Ensure Call Tree messages are:		
Short, clear and simple	Factual	Informative
Use straightforward language	<ul style="list-style-type: none"> - State actions taken / to be taken - Avoid rumour / conjecture or stories 	<ul style="list-style-type: none"> - Where / when to seek more information
Note: <ul style="list-style-type: none"> • Preferred contact method is by sms or phone • Make notes of who was contacts, and who was not contactable and their status • Supply all information to Director: Spaces & Places 		

3.1. Mount Beachside Holiday Park Staff

Name	Title	Mobile No.	Alternate No./Email
s 6(c) - Maintenance of Law			
s 7(2)(f)(ii)	Senior Customer Service Advisor		s 7(2)(f)(ii)
	Customer Service Advisor	s 7(2)(f)(ii)	
s 6(c) - Maintenance of Law	Customer Service Advisor	s 6(c) - Maintenance of Law	
s 7(2)(f)(ii)			
s 6(c) - Maintenance of Law			

Table 5: List of staff

3.2. List of Casual staff

Name	Title	Mobile No.	Alternate No./Email
s 7(2)(f)(ii)	Customer Service Advisor		
	Customer Service Advisor	s 7(2)(f)(ii)	

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

s 6(c) - Maintenance of Law	Customer Service Advisor	s 6(c) - Maintenance of Law
s 7(2)(f)(ii)	Customer Service Advisor	s 7(2)(f)(ii)
	Customer Service Advisor	

Table 6: List of other casual staff

3.3. Company Contact Details

Name	Contact Details	Service
Advanced Security	s 7(2)(a) - Privacy	Cardex access system
Connect IT		Internet -Cardex
DigitalRez Australia		Reservation System

Table 7: Company Contact Details

3.4. Third Party Contractor Contact Details

Company	Contact Details	Service
Epic Cleaning	s 7(2)(a) - Privacy	Cleaner
First Security		Security
City Care		Maintenance
Waste Management		Waste Removal

Table 8: Contractor Company Contact Details

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

3.5. Supplier Contact Details

Company	Contact Details	Supply Details
Advance Cleaning Systems	s 7(2)(a) - Privacy	Toilet Paper
Supreme Cleaning		Cleaning Products
Office Max		Stationary

Table 9: Supplier Contact Details

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

3.6. Duty Contact Numbers

Contact Centre	Contact Centre Duty Manager- Duty Number: s 7(2)(f)(ii) Contact Centre On-Call Supervisor - Duty Number: s 7(2)(f)(ii)
TTOC	Phone Number: s 7(2)(f)(ii) Email: s 7(2)(f)(ii)
Facilities Property Services	s 7(2)(f)(ii) <u>Property Portal</u>
Digital Services Service Desk	s 7(2)(f)(ii)
Business Continuity	
Communications	
Emergency Management	

Table 10: Duty contact information

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

Department Unique Disruptive Scenarios

This section provides action lists for department-unique disruptive scenarios

4. DEPARTMENT UNIQUE DISRUPTIVE SCENARIOS & STRATEGIES

4.1. Holiday Park Unavailable

4.1.1. Action Flow Summary

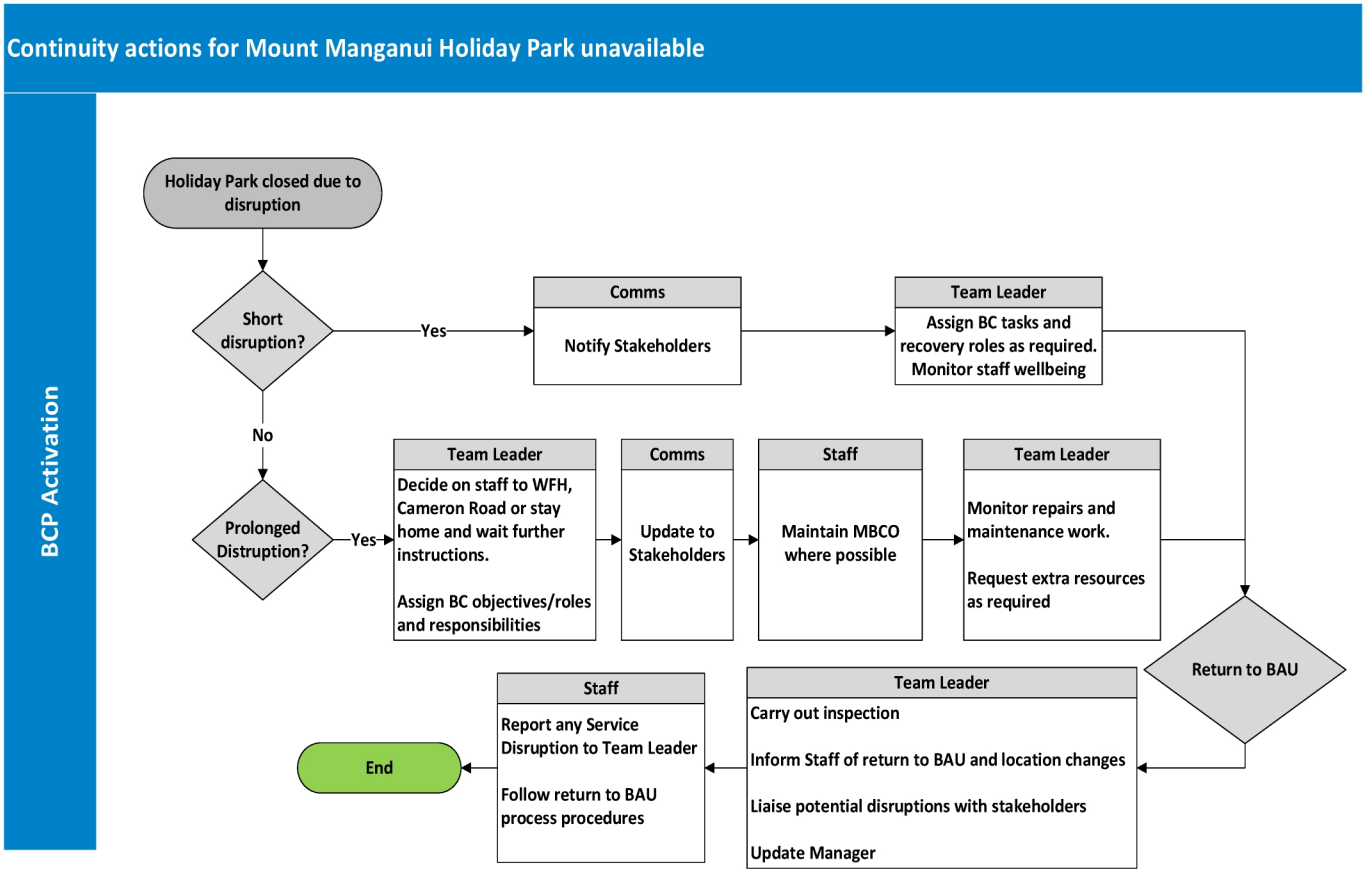


Figure 3: Flowchart showing BCM process for and Impact to Holiday Park

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

4.1.2. Strategy Options

Step	Action	Responsible	Suggestive Timeline (T=Time of Incident)	Resources
Following an event at Holiday Park				
1.	Evacuate Park visitors and tenants: <ul style="list-style-type: none"> Follow emergency evacuation procedures Call emergency services Account for visitors and staff 	Team Leader	<Depending on disruption severity>	Emergency Services
2.	Escalate to Director: Spaces & Places: <ul style="list-style-type: none"> Any injuries or fatalities Initial damage assessment	Team Leader	<As soon as possible>	Manager GM IMT
Short Term Closure of Holiday Park				
1.	Notify Contractors to begin clean up and reification work as required.	Team Leader	<Depending on disruption severity>	Contractors
2.	Notify and update Stakeholders: <ul style="list-style-type: none"> Public Third party cleaners etc. 	Team Leader	<T: +2 hrs>	Comms
3.	Cancel bookings that will be affected by the closure and organise refunds or credit notices	Team Leader	<ongoing>	
4.	Place closure signage and block access to Park to public	Team Leader	<As soon as possible>	Digital Print
Long Term Closure of Holiday Park				
1.	Notify and update Stakeholders: <ul style="list-style-type: none"> Public 	Team Leader	<ongoing>	Comms
2.	Cancel advanced bookings and organise refunds or credit notices	Team Leader	<ongoing>	
3.	Monitor signage / means to keep public out of Park	Team Leader	<ongoing>	
4.	Stand down Third Party Contractors: <ul style="list-style-type: none"> Cleaners etc. 	Team Leader	<As soon as possible>	
Returning to BAU				
1.	Do a thorough inspection and clean of property prior to reopening	Team Leader	<Following completion of repairs>	Property Services

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

Step	Action	Responsible	Suggestive Timeline (T=Time of Incident)	Resources
2.	Notify staff to return to Holiday Park to resume normal duties: <ul style="list-style-type: none"> Check and Monitor systems for stability and functionality 	Team Leader Staff	<Pre-opening: Once Park is safe>	Digital Services
3.	Notify and update Stakeholders: <ul style="list-style-type: none"> Public 	Team Leader	<ongoing>	Comms
4.	Notify and update Third Party Contractors: <ul style="list-style-type: none"> Third Party cleaners etc. 	Team Leader	<ongoing>	
5.	Remove any Public Notices	Staff	<prior to opening>	
6.	Monitor staff wellbeing	Team Leader	<ongoing>	Manager

Table 11: Procedure if Holiday Park is unavailable

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

Checklists

This section provides summary checklists of actions to be taken by staff, team leaders and managers.

5. RECOVERY & CONTINUITY CHECKLISTS

5.1. Checklist for all Staff

S#	Action	Action performed?	Comments
Immediately after an emergency during office hours			
1.	Follow instructions of Fire Wardens in case of evacuation and report to the assembly point, and inform Team Leader you are ok	<input type="checkbox"/>	
2.	Wait at the assembly point and wait for further instructions	<input type="checkbox"/>	
3.	Tend to guest and visitors as required	<input type="checkbox"/>	
4.	Call emergency services as required	<input type="checkbox"/>	
Following the activation of Business Continuity Plan			
5.	Follow the Business Continuity Recovery instructions received from your Team Leader whether to: <ul style="list-style-type: none"> Work remotely or stay home and await further instructions Stay at the Holiday Park 	<input type="checkbox"/>	
6.	Form the Business Continuity Response Team and for critical processes response and recovery	<input type="checkbox"/>	
7.	Provides updates / issues faced to Team Leader	<input type="checkbox"/>	
Ongoing Activities			
8.	Do NOT get involved in a discussion with media, the public or third parties about the incident <ul style="list-style-type: none"> Do NOT respond directly 	<input type="checkbox"/>	
9.	Do not post any information related to the incident on social media	<input type="checkbox"/>	
10.	If Media approach You in Person: <ul style="list-style-type: none"> Maintain professional conduct and be polite. Respond by saying: "I'm sorry, I can't help with your inquiry. I will provide you with the contact info of the right department who should be able to assist." and notify your Team Leader so the Communications Team to respond 	<input type="checkbox"/>	
11.	Incorporate <u>Pandemic Plan</u> and best practices if TCC is in Govt. Alert Levels.	<input type="checkbox"/>	CPT active

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

Return to Business as Usual

12.	Report to primary location as per the schedule received from your Team Leader	<input type="checkbox"/>	
13.	<ul style="list-style-type: none"> Participate in a Post Incident Review meeting as requested. Suggest improvements to Mount Beachside Holiday Park Business Continuity Plan 	<input type="checkbox"/>	

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

5.2. Checklist for Team Leader

S#	Action	Action performed?	Comments
If Emergency occurs			
1.	Notify specific staff from Mount Holiday Park team who need to attend to the scene and support incident response	<input type="checkbox"/>	
Situational Awareness			
2.	Key things to ask: <ul style="list-style-type: none"> • Are all staff accounted for and their safety and wellbeing status? • Are guest and visitors accounted for and their safety and wellbeing status? Obtain a copy of the guest onsite and check they are accounted for. • What has occurred? • How does disruption impact our activities? • How severe is the disruption? • Information on initial response and recovery actions. 	<input type="checkbox"/>	
Assume Business Continuity (Incident) Response Lead Role			
3.	Assume Business Continuity (Incident) Response Lead and form response and recovery team as required.	<input type="checkbox"/>	
Incident escalation process			
4.	Business Continuity (Incident) Response Lead to assess situation and escalate to Director: Spaces & Places <ul style="list-style-type: none"> • Report what has occurred, magnitude, initial assessment of duration • Update on staff safety and wellbeing • Impact on business unit critical processes and activities • Supply information on initial response and recovery actions. Important: If no response from Manager, escalate to your GM. Try another GM (or CEO as last resort) if required, until contact is made.	<input type="checkbox"/>	
Following the activation of Business Continuity Plan			
5.	Contact the staff and brief them on the incident, estimated impact and expected time for the primary office or park sites unavailability.	<input type="checkbox"/>	
6.	Identify the staff who will work remotely or stay at home until further notice	<input type="checkbox"/>	

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

7.	Confirm to the Director: Spaces & Places the staff who need to relocate and /or work remotely	<input type="checkbox"/>	
8.	Notify Property Services of any damage.	<input type="checkbox"/>	
9.	Incorporate <u>Pandemic Plan</u> and best practices if TCC is in Govt. Alert Levels.	<input type="checkbox"/>	CPT active
Lifeline Incident			
10.	Call emergency services as required	<input type="checkbox"/>	
11.	IMT will support departments with Lifeline incidents	<input type="checkbox"/>	
12.	Ensure: <ul style="list-style-type: none"> • Staff are able to confirm family safety • If required, staff may leave if family has been impacted and are in an emergency situation 	<input type="checkbox"/>	
13.	Escalate to IRM if the Mount Beachside Holiday Park is to be closed following a Lifeline event <ul style="list-style-type: none"> • Change automatic answering message if possible. 	<input type="checkbox"/>	
Ongoing Activities			
14.	Provide periodic status updates to Manager for IMT reporting on the recovery status pertaining to the department's processes and recovery/resumption disruptions. Report any disruptions.	<input type="checkbox"/>	
15.	Situational Awareness and tasks are updated to Business Continuity (Incident) Response Manager: <ul style="list-style-type: none"> • Safety and Wellbeing (staff , guests, visitors and public) • Actions completed • Disruption facts • Additional actions required • Updated comms messaging • Record actions and decisions 	<input type="checkbox"/>	
16.	Ensure: <ul style="list-style-type: none"> • Staff are rotated during prolonged event • Request for additional support, as required, to Manager 	<input type="checkbox"/>	
17.	Keep the staff updated with any updates if needed	<input type="checkbox"/>	
18.	Organise extra Wellbeing support for staff, as required.	<input type="checkbox"/>	
19.	Keep stakeholders up to date	<input type="checkbox"/>	

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

20.	Notify Manager of any Corporate Communications on planned incident messaging (Internal or External Comms) requirement	<input type="checkbox"/>	
Return to Business as Usual			
21.	Stand down team and debrief business continuity impacts.	<input type="checkbox"/>	
22.	<p>Communicate with staff the return to primary site (if required) including the following details:</p> <ul style="list-style-type: none"> • The date on which the site will be ready for re-entry. • Schedule for the relocation of team • Testing of all IT applications and connectivity • Report any business disruptions to Manager <p>Report successful return to BAU to Manager</p>	<input type="checkbox"/>	
23.	<p>Complete Incident Report:</p> <ul style="list-style-type: none"> • Debrief • Support Manager with report <ul style="list-style-type: none"> - Latest summary of events - Injuries to staff/visitors - Disruption of services - Damage to Park facilities and office areas - Confirmation incident and BC teams stood down - Lessons learnt and action business improvements and assign to staff for action 	<input type="checkbox"/>	
24.	<p>BC Plan update:</p> <ul style="list-style-type: none"> • Update BC Plan/s • Share with team, explain any changes or improvements 	<input type="checkbox"/>	

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

5.3. Checklist for Manager: Spaces & Places Ops

S#	Action	Action performed?	Comments
Situational Awareness			
1.	Key things to ask: <ul style="list-style-type: none"> Are all staff accounted for and their safety and wellbeing status? What has occurred? How does disruption impact our activities? How severe is the disruption? Information on initial response and any recovery actions. 	<input type="checkbox"/>	
Incident escalation process			
2.	Assess situation and escalate to GM: <ul style="list-style-type: none"> Report what has occurred, magnitude, initial assessment of duration Update on staff safety and wellbeing of staff, guests and visitors Impact on business unit critical processes and activities Supply information on initial response and recovery actions. Escalate if event or disruption has the potential to move up to Level 2 or Level 3. Important: If no response from GM, try another GM (or CEO as last resort) if required, until contact is made.	<input type="checkbox"/>	
Assume Business Continuity (Incident) Response Manager Role			
3.	Assume Business Continuity (Incident) Response Manager role to manage the event and disruption, focusing on recovery and resumption. Attend all IMT meetings. Liaise between IMT and incident response team. Monitor situation and remain available.	<input type="checkbox"/>	
Activation of Business Continuity Plan			
4.	The BCP will be activate in liaison with the IMT.	<input type="checkbox"/>	
Ongoing Activities			
5.	Support Incident Response Team with resources and SME assistance as required.	<input type="checkbox"/>	
6.	Attend IMT meetings: <ul style="list-style-type: none"> Keep the IMT updated with any updates if needed. 	<input type="checkbox"/>	

TCC Business Continuity Plan	Classification: Internal
Document Owner: s 6(c) - Maintenance of Law	TCC-BCMS-PLN-521 Mount Holiday Park BCP

	<ul style="list-style-type: none"> Escalate any disruption that moves into Level 2 or Level 3. 		
7.	Keep stakeholders up to date.	<input type="checkbox"/>	
8.	Monitor Wellbeing of Team Leaders. Provide extra support, as required.	<input type="checkbox"/>	
9.	Provide periodic status updates to Incident Management Team on the recovery status pertaining to the department's processes and recovery/resumption disruptions.	<input type="checkbox"/>	
10.	Liaise with Corporate Communications on planned incident messaging. (Internal or External Comms).	<input type="checkbox"/>	
11.	Incorporate <u>Pandemic Plan</u> and best practices if TCC is in Govt. Alert Levels.	<input type="checkbox"/>	CPT active
Return to Business as Usual			
12.	Stand down teams and debrief.	<input type="checkbox"/>	
13.	Communicate with staff the return to primary site including the following details: <ul style="list-style-type: none"> The date on which the site will be ready for re-entry Report any disruptions to IMT Report positive return to BAU to IMT.	<input type="checkbox"/>	
14.	Complete Incident Report: <ul style="list-style-type: none"> Supply copy to IMT Note any lessons learnt and action business improvements. 	<input type="checkbox"/>	