



Australian Campdraft Association

COR022

BUSINESS CONTINUATION PLAN



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The Australian Campdraft Association (ACA) Business Continuation Plan (BCP) documents:

1. **Reactive Action:** that is, the steps taken by ACA in the event of a business disrupting event.
2. **Proactive Action:** that is, the steps taken by ACA to prevent such disruption from occurring.

The plan, on the following pages, is presented by event type.



In the event that

An ACA Office Team Member position is vacant:

REACTIVE ACTION

1. The applicable supervisor must reference the Position Description relative to the vacancy, distributing business critical tasks to other ACA Team Members. Critical tasks have a (C) after them on all position descriptions.
2. All other tasks on the applicable Position Description should not be completed until the position is no longer vacant.
3. The Operations Manager must advise the Executive of the vacancy, and the anticipated time it will remain vacant for.

PROACTIVE ACTION

1. Notice periods for ending employment are afforded for in all Employee Agreements.
2. The recruitment process is streamlined to ensure maximum efficiency in hiring. Refer to documents *INT041 Recruitment Checklist* and *TEMP081 Shortlisting Grid And Interview Questions*.
3. ACA Team Members are trained to backfill at least one (1) other role and each Position Description notes the position an ACA Team Member should be equipped to be backfill.
4. *REG006 Authorisations Register* sets out the ACA Team Members listed as authorities with critical suppliers, including the minimum number for each. This includes the Association's banking institution and government departments.



In the event that

The Office Of The President is vacant:

REACTIVE ACTION

1. Section 22, *Vacancies on the Management Committee*, of *COR001 ACA Constitution* must be consulted.
2. The Operations Manager must call a meeting with the remaining Executive to determine an Acting President.
3. The Secretary must then ask the Management Committee to vote on the casual appointment by immediate flying minute, per clause 22.1 of *COR001 ACA Constitution*. Where possible, this should include:
 - Reasons why the vacancy has occurred (with discretion applied to individual circumstances),
 - A supporting statement/statements from the remaining Executive as to why the Acting President is being recommended,
 - The steps being taken to permanently fill the Office Of the President, and
 - The anticipated end date of the Acting President appointment.
4. The Operations Manager should meet with the Acting President to identify the salient actions to be taken moving forward.

PROACTIVE ACTION

1. At all times, the Operations Manager is to keep the Executive abreast of the current affairs of the Association, in writing and by phone where necessary. This will allow for the Executive, and/or Acting President, to make informed decisions should the Office Of The President become vacant or filled in an Acting capacity.
2. The current President in office is to undertake forward planning for his/her successor/s, by consulting with members, Management Committee Members, and the current Executive.
3. Appointment to any of the following positions should be considered, where a member has indicated interest in holding Office Of The President in future, with the view to affording the member relevant experience:
 - Management Committee Zone Councilor,
 - Sub Committee Chairperson,
 - Finance and Administration Sub Committee Member, and/or
 - Vice President or Treasurer.
4. The above actions must not contravene *COR001 ACA Constitution* or *COR003 Bylaw: Electing Management Committee Members*, nor should they prejudice the election process.



In the event that

Campdraft One is not functioning:

REACTIVE ACTION

1. The Operations Manager and all available Campdraft One Team Members should be immediately called into work, if not already at work, regardless of the day or time.
2. The Operations Manager must make contact with NWC Holdings immediately and a repair timeframe sought.
3. Any ACA Affiliated Committees/s with an event currently running should be assigned a support team member.
4. Each support team member should assist the ACA Affiliated Committee to continue running their event by use of measures including but not limited to a) using printed draws as score sheets and b) utilising Microsoft Excel.
5. All ACA Affiliated Committees, Members and the Management Committee must receive communication from the Secretary as to the Campdraft One outage, and regular updates in regards to the repair time, through email, text message, social media and by phone.
6. All ACA Affiliated Committees requiring to use Campdraft One inside of the repair time (for example nominations opening or running an event) should be assigned a support team member, to assist them in determining the most appropriate course of action for their individual circumstances.

PROACTIVE ACTION

1. A cloud based code and data back up is made by NWC Holdings on a daily basis.
2. NWC Holdings monitor the server hosting daily, along with making any required updates on both staging and production sites when required.
3. The server type is AWS and the repository type is Bitbucket; both of which are reputable providers.
4. ACA hold login details, including master access, for the server and the repository, and both require two step authentication to login.



In the event that

The ACA Server / Sharepoint is not functioning:

REACTIVE ACTION

1. The Operations Manager must make contact with Colmac immediately and a repair timeframe sought.
2. The Operations Manager must advise the ACA Office Team of the expected repair timeframe, and continue to provide updated information in this regard.
3. ACA Office Team Members should reallocate their work schedule to account for the outage and discuss with their supervisor any critical issues arising from this. Emails are able to be accessed via web browsers, as is Campdraft One.

PROACTIVE ACTION

1. The ACA Server is connected to power via surge protection.
2. The ACA Server is connected to an Uninterrupted Power Supply (UPS).
3. The ACA computer network has antivirus installed and running.
4. The ACA computer network requires two step authentication to login.



In the event that

There is a data breach:

REACTIVE ACTION

1. The Operations Manager must undertake the following remedial action:
 - Contain uncompromised data to prevent it also suffering a breach, and
 - Attempt to recover lost information before it is accessed.
2. The Operations Manager must inform the Executive of the breach.
3. Where remedial action outlined in point one (1) has been successful, proceed to step five (5).
4. Where remedial action has been unsuccessful:
 - The Association's Insurance Broker must be notified by the Operations Manager,
 - Impacted individuals must be notified by the Operations Manager, and
 - Attempts must be made by the Operations Manager and Executive to mitigate damages.
5. Any breach must be investigated by the Operations Manager and a report provided to the Executive.

PROACTIVE ACTION

1. All ACA Office Team Members must read and understand the requirements of *EMP003 Information Technology, Telephone and Customer Service Policy*.
2. *REG014 Permissions Matrix* sets out the permissions each ACA Office Team Member has for accessing data.
3. All Executive and ACA Office Team Members must at all times have a current Background Check on file with the ACA Office.
4. Sensitive topics at Management Committee Meetings are discussed 'in committee'.
5. The Code Of Conduct Sub Committee uses different dial in details for conducting its' teleconferences to that of the other Sub Committees.
6. Two Step Authentication is used for accessing the ACA computer network.
7. Antivirus software is installed on the ACA computer network.
8. The Campdraft One repository is encrypted. ACA hold login details, including master access, for the server and the repository, and both require two step authentication to login.
9. *COR021 Privacy Policy* is published on the ACA Website.



In the event that

There is a viral or disease outbreak that effects people, horses and/or cattle, or a species that can communicate a virus or disease to people, horses and/or cattle:

REACTIVE ACTION

1. If the outbreak effects animals, the Operations Manager must contact the Animal Welfare Sub Committee Chairperson immediately to seek direction. Actions taken will be dependent on the severity of the outbreak and risk presented, but can include:
 - Immediate and/or ongoing cancellation of events,
 - Immediate and/or increased biosecurity practices at events, and
 - Immediate and/or ongoing communications to ACA Affiliated Committees, Members and the Management Committee by way of email, text and on social media.
2. If the outbreak effects people, the Operations Manager will be responsible for determining the course of action in relation to ACA Team Members. Actions taken will be dependent on the severity of the outbreak and risk presented, but can include:
 - Immediate and/or ongoing closure of the office (with work from home arrangements made),
 - Immediate and/or increased hygiene, cleaning or safety practices, and
 - Immediate and/or ongoing communication to the Executive and ACA Office Team Members by way of email, text and phone.
3. If the outbreak effects people, the Executive will be responsible for determining the course of action in relation to ACA Affiliated Committees and Members. Actions taken will be dependent on the severity of the outbreak and risk presented, but can include:
 - Immediate and/or ongoing cancellation of events,
 - Immediate and/or increased hygiene, cleaning or safety practices at events, and
 - Immediate and/or ongoing communications to ACA Affiliated Committees and Members by way of email, text and on social media.



PROACTIVE ACTION

1. ACA has relationships with a large number of equine organisations in Australia. These relationships are set out in *EXT035 A Snapshot of Equine Animal Welfare In Australia*.
2. In relation to cattle, support for ACA Affiliated Committees is available on the ACA Website in regards to:
 - The Queensland Tick Line, and
 - NLIS Requirements.
3. In relation to horses, support for Members, and ACA Affiliated Committees, is available on the ACA Website in regards to:
 - The Queensland Tick Line, and
 - Horse Movement Books available for purchase.
4. In relation to people, ACA has an internal library of information in relation to hygiene, cleaning or safety practices, developed during the COVID-19 pandemic.
5. Any person concerned about Q Fever should consider the nature of their activities, their own personal circumstances & the immunisation information available at immunisationhandbook.health.gov.au before consulting their medical practitioner and determining if a Q Fever vaccination is right for them.



In the event that

An Association Bank account is inaccessible, or that some or all funds have been removed from an account without authority:

REACTIVE ACTION

1. In the event a bank account is inaccessible, the Operations Manager must:
 - Make contact with the bank to determine when access will be reinstated, and
 - Make contact with impacted parties to advise them of any delay in the sending of receipt of payment (for example ACA Office Team Members, suppliers, ACA Affiliated Committees or Members).
2. In the event some or all funds are removed from an account without authority, the Operations Manager must:
 - Make contact with the Association's Banking Institution immediately to secure remaining funds and other accounts, as well as seek to retrieve removed funds,
 - Notify the Association's Insurance Broker of the removed funds,
 - Inform the Executive immediately of the removed funds, and
 - Make plans to ensure sending and receipt of payment can continue to occur, for example, using a different account to normal for paying bills, and redirecting incoming funds from Stripe, Pay Pal and creditors.

PROACTIVE ACTION

1. In accordance with *COR001 ACA Constitution*, all payments require two (2) approvers, at least one (1) of which must be the Secretary.
2. Any person that is an Association Banking Authority or has online banking access must at all times have a current Background Check on file with the ACA Office.
3. ACA keeps money across three (3) different individual accounts.