

Category: Governance

Business Continuity Administrative Directive

Directive Number: GOV - 200

Approved by: CAO/CLT, September 19, 2022

Administered by: Fire and Emergency Services, Emergency Management Office

Effective Date: September 26, 2022

1. Background

The Corporation of the City of Brampton is committed to safeguarding critical municipal services and functions through Business Continuity Management (BCM). This is to ensure the continuity of municipal operations regardless of the nature of the interruption. The City is also committed to preparing, exercising and maintaining plans to facilitate the continuity of critical services and functions so far as is reasonably practical when faced with a business interruption or emergency.

2. Purpose

The purpose of this Administrative Directive is to ensure Business Continuity (BC) planning for the Corporation of the City of Brampton in accordance with By-Law 56-2016. It sets expectations of City departments to build resilience and strengthen existing capabilities for an effective and efficient program that prioritizes public safety, regulatory requirements, the interests of key stakeholders and corporate reputation.

3. Application and Scope

This Administrative Directive applies to the Corporate Leadership Team (CLT) members and corresponding departments.

3.1 Exceptions

This Administrative Directive does not apply to Council. A separate plan will address how the continuity of Council will be determined.

4. Outcomes

4.1 Build a framework for organizational resilience;

4.2 Ensure the establishment of viable and well-maintained Business Continuity Plans;

- 4.3 Develop and manage a Corporate Business Continuity Steering Committee;
- 4.4 Ensure corporate awareness about Business Continuity;
- 4.5 Ensure plans are regularly tested and updated in a scheduled manner

5. Principles

- 5.1 **Transparency and Accountability** – Ensure City departments build resilience and strengthen existing capabilities for an effective and efficient Business Continuity program.
- 5.2 **Service Excellence and Consistency** – Ensure Business Continuity planning procedures/guidelines are clear and consistent across the organization.
- 5.3 **Protection of Assets** - Ensure availability of City resources and assets necessary for the continuation of services during a business interruption.
- 5.4 **Health and Safety** - Ensure the health and safety of employees and members of the public during and in response to business interruptions.
- 5.5 **Risk Management** - Maintain Business Continuity planning to anticipate and respond to risks and vulnerabilities involved with a business interruption at the City.

6. Administrative Directive Statements

- 6.1 The City of Brampton shall adhere to sound business continuity practices to ensure the delivery of services during business disruptions;
- 6.2 Departments will conduct Business Impact Analysis (BIA) of their operating areas at the City in the event of a business disruption;
- 6.3 Engage departments on a timely and consistent basis regarding training, exercises, and management on plans;
- 6.4 Maintain Business Continuity Management (BCM) as a goal throughout City departments and groups.

7. Roles and Responsibilities

- 7.1 Program Lead – Manager, Emergency Management is responsible for:
 - Overall accountability for business continuity management;
 - Develop Business Continuity Plans (BCPs) and arrangements with City departments to continue operations in the event of a business disruption

7.2 Program Management – Advisor, Business Continuity or alternate is responsible for:

- Providing an understanding of program elements to the Steering Committee and assisting with template completion and risk assessments (if required)

7.3 Business Continuity Steering Committee is responsible for:

- Providing direction regarding departmental business continuity plan, approval, and oversight

7.4 Employees are responsible for:

- Following the provisions within this Administrative Directive;
- Supporting their supervisors/departments in developing and administering business continuity plans for their operating area or City function
- Attending and participating in training, coaching, and meeting sessions or workshops on Business Continuity

7.5 Designated Supervisor/Managers are responsible for:

- Coordinating with Program Lead on BCP development and maintenance in their respective departments;
- Following the provisions within this Administrative Directive;
- Working with their employees in the development and administration of business continuity plans for their City operating area

8. Monitoring and Compliance

The Emergency Management Office in collaboration with the Corporate Leadership Team is accountable for adherence to this Administrative Directive as outlined.

The Manager of Emergency Management is responsible for ensuring this directive remains in accordance with Council direction, relevant legislation, and contractual agreements.

The Advisor of Business Continuity shall create, amend and delete the procedures necessary for the implementation/administration of this directive and advise CLT of the updates.

8.1 Consequences of non-compliance

Failure to follow this Administrative Directive may result in losses to public safety, community perception, regulatory requirements, environmental sustainability, and revenue generation.

9. Definitions

- 9.1 **Business Continuity Management:** A management process that identifies potential impacts, that threaten an organization and provides a framework for building resilience, with the capability for an effective response, that safeguards the interests of its key stakeholders, reputation, and brand.
- 9.2 **Business Continuity Plan:** Documented arrangements and procedures that enable an organization to respond to an event that lasts for an unacceptable period and continues to perform its most critical functions.
- 9.3 **Business Impact Analysis:** A process designed to prioritize business functions by assessing the potential impacts that might result during a business disruption.
- 9.4 **Business Interruption:** Any event, whether anticipated or unanticipated, which disrupts the normal course of business operations at an organization's location.
- 9.5 **Business Continuity Steering Committee:** A senior management group that provides direction, advice, guidance, and financial approval for the BCM programs undertaken by the BCM manager and various BC coordinators.
- 9.6 **Exercise:** An execution of business continuity plans intended to implement existing plans and/or highlight the need for additional plan development. An exercise may involve invoking business continuity procedures but is more likely to involve the simulation of a business continuity emergency in which participants role-play in order to assess and respond to issues that may arise.
- 9.7 **Plan Maintenance:** The process of keeping an organization's business continuity management plans up to date and effective. Maintenance procedures are a part of this process for the review and update of Business Continuity plans on a defined schedule.
- 9.8 **Resilience:** The ability to prepare for and adapt to changing conditions and recover rapidly from operational disruptions. Resilience includes the ability to withstand and recover from deliberate attacks, accidents, or naturally occurring threats or incidents.

10. References and Resources

This Administrative Directive should be read and applied in conjunction with the following references and resources as updated from time to time. Please note that some of the following documents may not be publicly available.

External references

References to related bylaws, Council policies, and administrative directives

- [By-Law 56-2016](#)

References to related corporate-wide procedures, forms, and resources

- [Continuity of Municipal Services Plan](#)
- [City of Brampton Emergency Plan](#)
- [Corporate Emergency Fuel Distribution Plan](#)

Revision History

Date	Description
2022/09/26	New. Approved by CAO/CLT on September 19, 2022
2025/09/26	Next Scheduled Review (<i>typically three years after approval</i>)

Appendix

Program Steering Committee

CORE TEAM		
Department/Divisional Oversight	Representation	Committee Member Assigned
Commissioner, Corporate Services	IT	
	Strategic Communications	
	HR	
	Finance	
Chief, Fire and Emergency Services	Fire Operations	
General Manager, Brampton Transit	Transit	
Commissioner, Public Works, and Engineering	Facility Operations	
Commissioner, Community Services	Recreation	
	Service Brampton	
Planning, Building, and Economic Development Services	Building	

