



# Eucalypt Consulting

## Business Continuity Policy

The purpose of this Business Continuity Policy is to ensure that Eucalypt Consulting is adequately prepared to respond to and recover from disruptions or emergencies, minimising the impact on critical business operations, clients, and stakeholders.

### Scope

This policy applies to all employees, contractors, and stakeholders of Eucalypt Consulting. It encompasses all business processes, systems, and services critical to the firm's operations.

### Our Continuity Practices

#### **Risk Assessment:**

Eucalypt Consulting will conduct regular risk assessments to identify potential threats and vulnerabilities that could disrupt business operations. This includes but is not limited to natural disasters, technological failures, cybersecurity incidents, and other emergencies.

#### **Business Impact Analysis:**

A business impact analysis will be conducted to identify and prioritize critical business functions, processes, and resources. This analysis will guide the development of business continuity plans and strategies.

#### **Business Continuity Planning:**

Business continuity plans will be developed for critical business functions and processes. These plans will include:

- Emergency response procedures.
- Communication plans for internal and external stakeholders.
- Procedures for data backup and recovery.
- Temporary relocation strategies.
- Identification of key personnel and their roles during a disruption.

#### **Plan Testing and Training:**

Business continuity plans will be tested regularly to ensure their effectiveness. Training sessions will be conducted to familiarize employees with their roles and responsibilities during a disruption. Lessons learned from tests and real incidents will be used to refine the plans.

#### **Communication Protocols:**

Clear communication protocols will be established to ensure timely and accurate information is disseminated to employees, clients, suppliers, and other stakeholders during a disruption. Emergency contact lists will be regularly updated.

#### **Data Protection and Security:**



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Eucalypt Consulting will implement measures to protect sensitive and critical data. This includes regular backups, secure storage, and data encryption. Cybersecurity measures will be in place to prevent and respond to potential threats.

### **Recovery and Resumption:**

Eucalypt Consulting will establish procedures for the recovery and resumption of critical business functions. This includes prioritised action plans, alternate work arrangements, and the restoration of key resources.

### **Review and Update:**

Business continuity plans will be reviewed and updated regularly to ensure they remain relevant and effective. Changes in the business environment, technology, and personnel will be considered during these reviews.

### **Responsibilities:**

Designated individuals will be assigned specific responsibilities for the implementation, testing, and maintenance of business continuity plans. This includes a Business Continuity Coordinator who will oversee the overall continuity program.

### **Compliance:**

Eucalypt Consulting will comply with all applicable laws and regulations related to business continuity and disaster recovery. The firm will also align its practices with industry standards and best practices.

### **Document Retention:**

All documentation related to business continuity planning, risk assessments, and incident responses will be appropriately stored and retained for a specified period.

### **Customer Focus:**

We have a strong focus on delivering long lasting value to our customers, to achieve customer satisfaction and exceed expectations.

### **Leadership:**

Eucalypt Consulting leaders establish a clear vision, set challenging goals, and create an environment where people can contribute to achieving the organization's objectives.

### **Involvement of People:**

We involve and empower our employees and contractors at all levels fosters a sense of ownership and commitment. We acknowledge that when people are engaged, they are more likely to contribute their skills, knowledge, and creativity to the organization's success.

### **Process Approach:**

We manage and improve activities and processes to achieve the desired outcomes efficiently. We focus on understanding, controlling, and improving processes to enhance overall performance.

### **System Approach to Management:**



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We take a systems approach to management, which involves understanding the organisation as a whole and managing its processes cohesively for better efficiency and effectiveness.

### Continual Improvement:

Continuous improvement is a fundamental aspect of our approach to quality management. We seek to enhance their performance and capabilities through regular review, evaluation, and improvement of processes, products, and services.

### Factual Approach to Decision Making:

We make decisions based on the analysis of relevant data and information. Our factual approach involves using evidence and data-driven methods to make informed decisions, reducing reliance on assumptions and guesswork.

### Mutually Beneficial Supplier Relationships:

We establish and maintain mutually beneficial relationships with suppliers to create value. We collaborate with suppliers to enhance the overall effectiveness of the supply chain.

## Policy review

This policy will be reviewed annually.

## Contact us

For any questions or notices, please contact our Policy Officer, using the contact details below.

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