

WANGARATTA RSL BUSINESS CONTINUITY PLAN

1. The only non-negotiable in the case of disruption to our business, whether minor, major or catastrophic, is the provision of support to our veterans and their families. For this reason, the provision of veteran support is to be conducted from a separate location to that of the Club premises.
2. This reduces risk to a degree and offers an alternative in the short term should the disruption occur at the site of the veteran support office. If that was the case, then the office would be temporarily located into the Club or private residence whilst a new location was secured. This is to occur within 48 hours.

Minor

3. A minor disruption could be due to an electrical blackout, breakdown of kitchen appliances, or significant disturbance due to an altercation, a robbery or some such similar instance. In many respects this is business as usual and the disruption minimal, however the GM is to develop a plan for temporary blackout lighting, and with the Chef identify limited menu items that would always be available in such an instance.

Major

4. A major disruption could be due to staff shortages because of illness. The GM has the option to reduce trading hours to cover temporary staff shortages. An event such as a lightning strike could disrupt the power supply for more than 24 hours, in such an instance a reduction in trading hours or the closure of part of the venue are options for the GM.

Catastrophic

5. A catastrophic event such as a natural disaster, fire or cyber attack would shut down the venue for a period whilst the provisions within our insurance policy took effect, were implemented, the venue once again made fit for purpose and business resumed.