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# BUSINESS CONTINUITY PLAN

## Response to general disasters and water crisis

16 November 2017

# Outline

- Business Continuity Plan (BCP)
  - General
  - Water
- City of Cape Town (CoCT) Critical Water Shortages Disaster Plan Phases
- BCP Response Summary
- What part do you play

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# Business Continuity Plan (BCP) - General

- General departmental BCP signed in 2014
- Prescribes generic response to resume core business service in event of disaster or extended outage
- BCP teams identified
- Call Tree uses a waterfall approach to communicate with staff members
- 5 "warm" or semi-ready alternate sites

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# Business Continuity Plan (BCP) - Water

- **Level 5** water restrictions implemented on 3 September 2017
- CoCT's **"Critical Water Shortages Disaster Plan"** compiled consisting of 3 phases
- CoCT announced activation of **Phase 1** on 4 October 2017
- Forecast for Phase 3 activation based on current consumption is January - February 2018
- Augmentation programmes scheduled for implementation in February – March 2018
- Adopts the same approach as the BCP - General except that there is only 1 "warm" or semi-ready alternate site that can operate under a day zero event

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# CoCT Critical Water Shortages Disaster Plan Phases

| | | |
|---|---|---|
| **Phase 1**:<br>**Preservation Restrictions/Rationing** | Disruption of water supply in some areas should be expected as we introduce water rationing through further pressure management and limiting supply. | This approach necessitates a **40% saving**. To drive consumption down to 500 million litres per day. |
| **Phase 2**:<br>**Disaster Restrictions** | Will be implemented if and when the total available surface water storage in the City's allocation from the Western Cape Water Supply System reaches a point where intensive daily rationing is required to ensure the City has enough water supply to safely reach the next rainfall season or the activation of non-surface water augmentation. Water rationing in this phase will be aimed at maintaining human life and critical services. **Will be considered when dam levels drop below 10%**. | This approach will impact on business/service delivery. Depending on the severity of the impact management will need to consider a reduced business team or a core business team if the conditions are severe.<br>**Poses OHS issues/risks due to lack of access to water**. |
| **Phase 3**:<br>**Full-scale Disaster Implementation** | Is the extreme disaster scenario which would occur if the Western Cape Water Supply System no longer has surface water supply which the City can access.<br>Non-surface drinking water supplies, sourced from groundwater abstraction from various aquifers and spring water, will be available for drinking purposes only. The City will distribute this water, supplemented by bottled water, to residents through water distribution points. Critical services will be significantly reduced. | **The core business team must only be considered**. At this stage the buildings normally occupied will be unable to safely and hygienically occupy a building.<br>Poses significant OHS issues/risks due to lack of access to water. |

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# Business Continuity Plan (BCP) Response Summary

## Overall BCP Response

- Disaster/outage declaration by HOD and informs Business Continuity Coordinator
- Call Tree activated
- BCP teams spring into action for the respective roles
- Core team mobilised to identified alternate site

### BCP – General Response

- 5 alternate sites identified
- Identified core team size unaffected

### BCP – Water Response

- 1 **water resilient** alternate site identified
- Core team size may be affected by phase of CoCT's Critical Water Shortages Plan implemented

### Assumptions

- Availability of national systems
- Central availability of departmental information
- Availability of electrical power
- Emergency procurement plan in place

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# What part you play?

- Know your role and responsibility
- Play **YOUR** part in reducing **OUR** water consumption
- Know your Business Continuity Plan (BCP)
- Ensure that your call tree (communication method) is current and ready to deploy


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