



Business Continuity Policy

Policy Number: CP22000

Effective Date: 23/3/22 Review Date: 23/3/25

Transport has processes in place to quickly respond to business continuity events to continue to deliver critical services and processes.

Transport is committed to providing safe and reliable services to our customers, the NSW community, economy, and our people.

To help achieve this, Transport has a range of processes in place to respond to disruptive events that include incidents, major (or significant) incidents, crises, and business continuity events.

A business continuity response may be required if Transport is unable to continue (or may need to resume) a critical transport or business service or process. This may occur if there has been a: loss of facilities or fleet; loss of staffing resources; loss of data, applications, or technology systems; loss of equipment; or a loss of third party providers or third party suppliers.

Every Transport agency is responsible for delivering critical services, processes and systems to pre-defined levels, and where relevant, this includes building appropriate provisions into contracts with third party suppliers.

Transport has an effective business continuity management system in place to prepare for, and respond to, business continuity events, which is one activity that contributes to broader organisational resilience.

Effective business continuity management includes:

- implementing fit-for-purpose business continuity practices that are consistent with International Standards, industry best practices and compliant with NSW Government policies and guidelines.
- establishing clear escalation procedures to support decision-making and adequate responses at the required level and within appropriate timeframes.
- preparing for disruptive events through Transport-wide training and exercises that strengthen our response capacity.
- providing streamlined resources, templates and tools; and automating processes wherever appropriate.
- prioritising resourcing required to drive performance, reduce risk, support effective decision-making, and implement systemic improvements.

This Policy applies to staff performing work for the following:

- Transport for NSW
- Department of Transport
- Sydney Trains
- NSW Trains
- State Transit
- Sydney Metro
- The Point to Point Transport Commissioner

‘Staff’ includes all permanent, temporary and casual staff, staff seconded from another organisation and contingent workers including labour hire, professional services contractors and consultants.

This Policy supersedes CP18003 and CPS18000.

Rob Sharp

Secretary

22/03/2022