



BUSINESS CONTINUITY PLAN

2024 - 2025

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Company Details

Business Name: Aussie Locums Pty Ltd

Australian Business Number (ABN): 5 213 288 7800

Australian Company Number (ACN): 132 887 800

Business Continuity Plan

This Business Continuity Plan outlines how we will prepare our business for an emergency or major disruption. Our Business Continuity Plan identifies essential areas of our business and how we'll keep these areas running in an emergency.

This Business Continuity Plan covers all of the operations that are conducted by Aussie Locums Pty Ltd at Shop 1, 137 Collins Avenue, Edge Hill.

Objectives

The objectives of this plan are to:

- Undertake risk assessment management;
- Define and prioritise critical business functions;
- Detail the business' immediate response to a disruption;
- Detail strategies and actions to be taken to enable it to stay in business;
- Review and update this plan on a regular basis.

Glossary

Word	Meaning
Business Continuity Planning	A process that helps develop a plan to manage the risks to a business, ensuring that it can operate to the extent required in the event of a crisis/disaster.
Business Continuity Plan	A document containing all of the information required to ensure that your business is able to resume critical business activities should a crisis/disaster occur.
Business Impact Analysis	The process of gathering information to determine basic recovery requirements for your key business activities in the event of a crisis/disaster.
Critical Business Activity	Those activities essential to deliver outputs and achievement of business objectives.
Maximum Acceptable Outage (MAO)	The maximum amount of time an activity can be disrupted without incurring unacceptable damage.
JobAdder	JobAdder is our CRM (Customer Relationship Management) platform where our candidates, clients and jobs are run through from beginning to end.
RCSA	The Recruitment, Consulting and Staffing Association Australia and New Zealand, the peak body for the recruitment and staffing industry.
D Drive	Aussie Locums SharePoint Drive where all administrative documents and procedures are saved.

The Continuity Plan

Our Key Products/Services

Key Product:	Recruitment of Locum and Permanent On-Hire Staff
Training/Skills Required:	Training through JobAdder CRM Platform
Current Arrangements:	All consultants are trained through the CRM, and in association with the RCSA.
Back-Up Options	Through assistance with the RCSA and the Director, ensure administrative staff can provide back-up recruitment support as and when necessary.

Key Product:	Payroll for On-Hire Staff
Training/Skills Required:	MYOB/Astute Training and Qualification
Current Arrangements:	Finance Manager is currently responsible for all payroll matters for on-hire staff and internal staff.
Back-Up Options	A back-up Payroll Officer has been engaged for assistance when our Finance Manager is unavailable.

Key Product:	Workpro
Training/Skills Required:	Online training supplier with a huge range of modules
Current Arrangements:	Administration staff send a system generated email with a link of the training modules required to be completed. We can see when candidates have logged in and completed and the results from the training.
Back-Up Options	Workpro are also able to send candidates the modules to complete if we are unable to login.

Our Main Customers

The key customers we need to notify in the case of an emergency.

Customer of Business Name	Contact Method
All Current On-Hire Staff	We will contact all candidates through our CRM Database to identify the emergency (as all contact numbers are stored). We will also post on social media to advise of same (Facebook, Instagram and LinkedIn).
All Current Clients with On-Hire Staff	We will contact all Clients through our CRM Database to identify the emergency (as all contact numbers are stored). We will also post on social media to advise of same (Facebook, Instagram and LinkedIn).
All other active Candidates & Clients	We will contact all clients and candidates through our CRM Database to identify the emergency (as all contact numbers are stored). We will also post on social media to advise of same (Facebook, Instagram and LinkedIn).

Insurance

Insurance Type	Policy Coverage	Policy Exclusions	Insurance Company and Contact	Last Review Date	Payments Due
Professional Indemnity	\$10,000,000	Nil	SURA Labour Hire – Beth Large	10 November 2023	Fully Paid
Broadform Liability Cover	\$20,000,000		SURA Labour Hire – Beth Large	10 November 2023	Fully Paid
Work Cover Queensland	All Employees	Nil	WorkCover Qld	30 June 2023	Fully Paid
Work Cover ACT	All Employees	Nil	Allianz	17 January 2024	Fully Paid
Work Cover NSW	All Employees	Nil	iCare	31 August 2023	Fully Paid
Work Cover NT	All Employees	Nil	Allianz	30 June 2023	Fully Paid
Work Cover SA	All Employees	Nil	Return to Work SA	17 January 2024	Fully Paid
Work Cover TAS	All Employees	Nil	Allianz	25 July 2023	Fully Paid
Work Cover VIC	All Employees	Nil	WorkSafe Victoria	30 June 2023	Fully Paid
Work Cover WA	All Employees	Nil	Allianz	17 January 2024	Fully Paid

Data Security and Backup Strategy

Data for Backup	Frequency of Backup	Backup media/services	Person Responsible	Backup Procedure Steps
Customer database	Cloud based	Cloud based server	All Consultants/Operations Coordinator	None – Cloud Based
Complete system (Microsoft 365)	Daily	Cloud based server	True-North Technology	None – Cloud Based
Data security and storage	Constant	Firewall, anti-spam, email archiving	True-North Technology	Monitored by external service provider
Aussie Locums Website	Immediate	SSL Certificate	Forte Marketing & IIG	Monitored by external service provider

Business Impact Analysis

Critical Business Activity	Description	Priority	Impact of Loss	Maximum Acceptable Outage (MAO)
Payroll	Payroll for internal and on-hire candidates run weekly through MYOB and Astute Payroll with integration from JobAdder.	High	<ul style="list-style-type: none"> Loss of reputation and potential job losses Unable to meet business overheads Unable to reach tender requirements and KPI's Candidates will source alternate supplies 	24 hours
Recruitment of Candidates	Placement of candidates in permanent and temporary positions, involved in end to end from initial candidate meeting to placement	High	<ul style="list-style-type: none"> Candidate will source alternate suppliers Unable to meet business overheads Loss of income for the business Result in staff redundancies Loss of reputation 	30 days
Workplace Health and Safety for on-hire clients	Workplace Health and Safety Assessment to identify WHS risk of candidates in on-hire roles	High	<ul style="list-style-type: none"> Potential lawsuit if risks are not identified Loss of reputation Potential serious injury or death of candidate Result of staff redundancies (due to fees) Reputational damage 	24 hours
Advertising	Online and print advertising of roles	Medium	<ul style="list-style-type: none"> Loss of ongoing reputation Missed opportunity for potential new candidates Gives out competitors an advantage over us 	60-90 days
Calls and Phone Lines	Daily communication with clients and candidates	High	<ul style="list-style-type: none"> Competitive advantage Missed opportunity for potential new clients and candidates 	60-90 days

Relocation Options

Location Type	Address	Resources and Equipment Available	Resources Needed
Private Home	3 Speedy Close, Bentley Park (Nichole Fitzgerald private residence)	Computers, furniture, phones, internet access and printer	<ul style="list-style-type: none"> • CRM (online) • Emails (online) • Cloud Based Drive
Business Centre	Level 1, 55 Spence Street, Cairns (Sister Company)	Computers, furniture, offices, amenities, phones, internet access and printer	<ul style="list-style-type: none"> • CRM (online) • Emails (online) • Cloud Based Drive
Business Centre	Art Work Spaces	Computers, furniture, offices, amenities, phones, internet access and printer	<ul style="list-style-type: none"> • CRM (online) • Emails (online) • Cloud Based Drive

Staff also have the ability to work remotely from their own private addresses with access to internet and a computer (their addresses will not be noted in this Business Continuity Plan).

Emergency Action Plan

Key Contact Sheet – Internal and External Contacts & Stakeholders

In the event of an emergency, key business/organisational members and community members can assist in providing directions, information, and important updates, or as a first point of response.

The Director and Managers of Aussie Locums shall have a copy of this quick reference guide with them always.

Contact List – Internal

Name	Contact Numbers	Email	Responsibilities
Nichole Fitzgerald	0448 886 683	nichole@aussielocums.au	Director
Terry Fitzgerald	0447 435 335	terry@aussielocums.au	Recruitment Manager
Nadai Wilson	0474 255 688	nadai@aussielocums.au	Recruitment Consultant
Vicky Langridge	0497 038 608	vicky@aussielocums.au	Recruitment Consultant
Sarah Macdonald	0439 793 210	admin@aussielocums.au	Administration Support Officer
Alana Condon	0412 078 478	info@aussielocums.au	Administration Recruitment Coordinator
Tracy Watson	0438 324 789	accounts@aussielocums.au	Finance Manager

Contact List – External Contacts and Stakeholders

Organisation	Contact Details	Phone
Australian Cross	Red Cross	www.redcross.org.au
Bureau of Meteorology	http://www.bom.gov.au/qld	(07) 3239 8700
Cairns Regional Council Disaster Management Unit	http://www.cairns.qld.gov.au/natural-disasters/contacts/disaster-management-unit	07 4044 3044 or disaster@cairns.qld.gov.au
Cairns Police Station	5 Sheridan St, Cairns www.police.qld.gov.au	(07) 4030 7000 000 Emergency
Crime Stoppers	www.crimestoppersqld.com.au	1800 333 000
Electricity	Ergon	131 046 or for faults 132 296
Hospital	Cairns Base Hospital – 165 The Esplanade, Cairns Cairns Private Hospital – 1 Upward St, Cairns The Cairns Clinic – 253 Sheridan St, Cairns	07 4226 0000 07 4052 5200 07 4050 7000
Counselling	Lifeline	www.lifeline.org.au
Main Roads	www.tmr.qld.gov.au/Emergency-recovery	13 19 40

Missing Persons	www.missingpersons.gov.au/home	1800 017 744
Poisons Information	www.health.qld.gov.au/poisonsinformationcentre	13 11 26
Queensland Ambulance	www.ambulance.qld.gov.au	000
Queensland Fire & Rescue Service	www.fire.qld.gov.au	000
Salvation Army	www.salvos.org.au	1300 363 622

State Emergency Service	www.emergency.qld.gov.au/ses	132 500
Taxi	Cairns Taxis	131 008
Telecommunications	Telstra	132 203
	Optus	131 344
	Vodafone	1800 171 006

Contact List – External Suppliers

Supplier	Name / Details	Phone Number
Accountant	Jason Mombelli – JGM Accounting	4051 5310
Air-Conditioning	BT Airconditioning (Brad Townsend)	0419 646 236
Bin Collection	JJ Richards	4051 0855
Cleaners	James Home Cleaning Services	0421 183 498
Electrician	Zanelec	0418 187 304
Information Technology	True North Technology (Steve Symes)	4078 6888
Insurance Broker	Joe Vella Insurance Brokers	07 4040 4417
Lawyer	John Hayward WGC Lawyers	4046 1111
Telstra Account Manager	Account Number 077 3238 700	132 000

Emergency Procedures

Emergency Procedure	What to do	Evacuation Location	Full Procedure
Fire	<ol style="list-style-type: none"> 1. Raise the alarm – contact 000 2. Alert other occupants in the building 3. Notify your Chief Warden 4. Evacuate the immediate area. 5. Assemble as directed by your Warden. 6. When instructed – Evacuate. 7. DO NOT leave the party. 8. DO NOT enter the building unless instructed. 	Corner of Mayers St and Collins Ave or in 137 Collins Ave Parking Lot (depending on area of threat).	<p>Emergency Procedure Guide at reception and in the hallway. (Close proximity to all team members)</p> <p>Evacuation Map included in this Business Continuity Plan.</p>

Bomb	<ol style="list-style-type: none"> Record the exact wording of threat. Keep the caller talking – try to obtain as much information as possible. Do not hang up the telephone. Report your call to your Manager, Chief Warden and Police (000). Record details of caller’s voice and any background noise. Await instructions from authorised persons. 	<p>Corner of Mayers St and Collins Ave or in 137 Collins Ave Parking Lot (depending on area of threat).</p>	<p>Emergency Procedure Guide stuck on each desk.</p> <p>Evacuation Map included in this Business Continuity Plan.</p>
Cyclone	<ol style="list-style-type: none"> When warning is provided, take appropriate action and notify staff. Provide each staff member with a clear, plastic tub (in storeroom) to place all loose items and computer equipment inside, and store under desk. Print out a list of currently contracted on-hire temps (in case of internet outage). Take any items home that will assist staff to work from home (if possible). When instructed, evacuate the building and relocate to home address (when safe to do so). safe to do so). 	<p>Each staff member will relocate to their personal home addresses (when safe to do so).</p> <p>Otherwise, relocate to 3 Speedy Close, Bentley Park</p>	<p>Emergency Procedure Guide stuck on each desk</p>

Emergency Kit

The emergency kit is stored in the kitchen, under the sink.

Incident Management Team – Roles & Responsibilities

Role	Designated Employee	Alternate
Lead Manager	Name: Nichole Fitzgerald Contact Number: 0448 886 683	Name: Terry Fitzgerald Contact Number: 0447 435 335

Emergency Responsibilities:

- Ensure the Business Continuity Plan has been activated;
- Oversee smooth implementation of the response and recovery section of the plan;
- Determine the need and activate the use of an alternate operation site and other tasks;
- Communicate with key stakeholders as needed;
- Keep key staff apprised of any changes to situation.

Role	Designated Employee	Alternate
First Aid Officer	Name: Alana Condon Contact Number: 0412 078 478	Name: Tracy Watson Contact Number: 0438 324 789
Emergency Responsibilities: <ul style="list-style-type: none"> Administer first aid support as and when necessary, in an emergency. Contact Emergency Services (Ambulance) when required to do so. Attend regular first aid training courses to ensure Certificate remains current. 		

Role	Designated Employee	Alternate
Fire Warden	Name: Terry Fitzgerald Contact Number: 0447 435 335	Name: Sarah Macdonald Contact Number: 0439 793 210
Emergency Responsibilities: <ul style="list-style-type: none"> Assist with the evacuation of staff in accordance with relevant evacuation procedures. Assist with regular fire drills to ensure all staff are aware of current procedures. Attend regular training courses to ensure Certificate remains current. 		

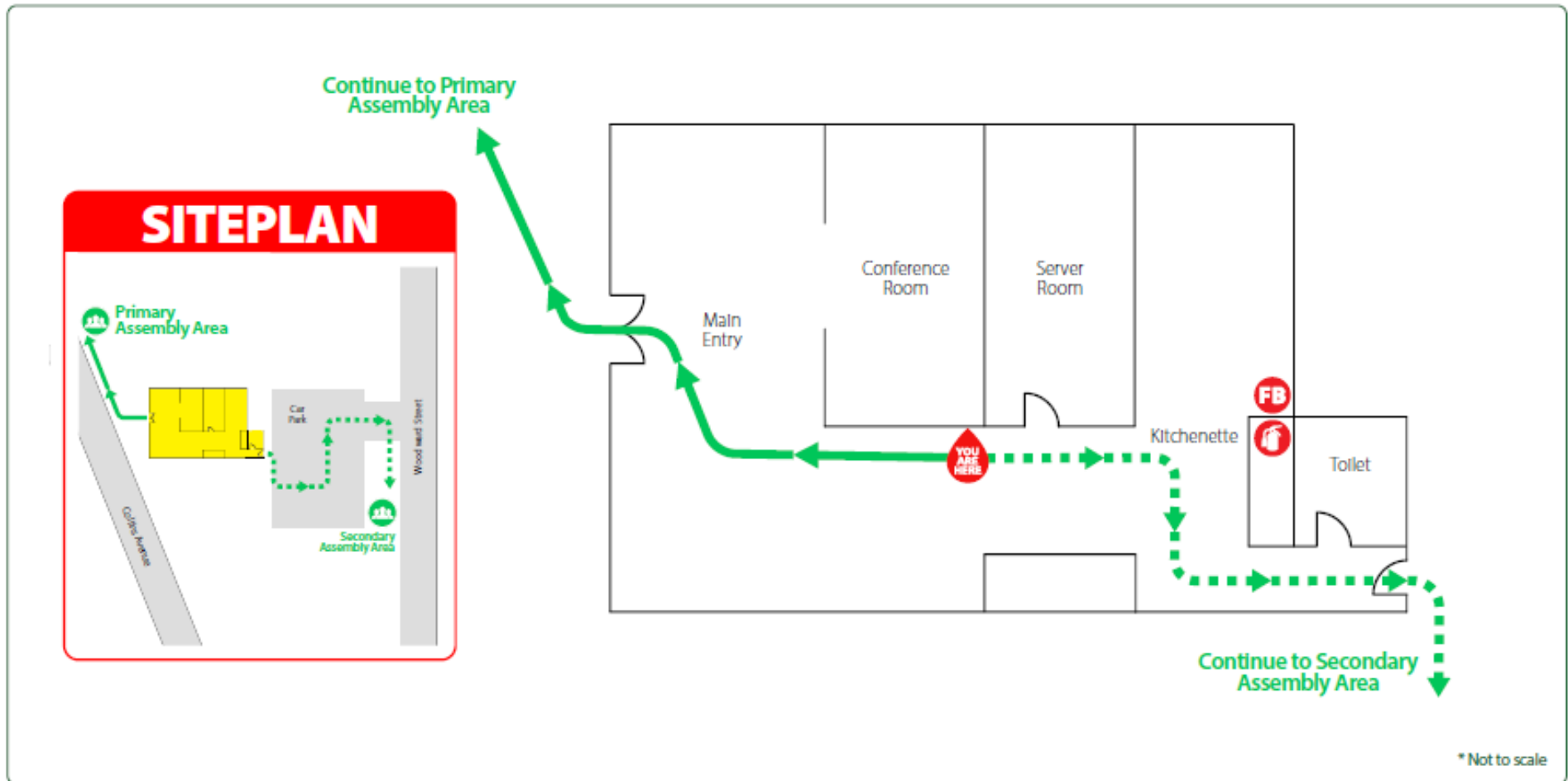
Role	Designated Employee	Alternate
Online Communications	Name: Nichole Fitzgerald Contact Number: 0448 886 683	Name: Terry Fitzgerald Contact Number: 0447 435 335
Emergency Responsibilities: <ul style="list-style-type: none"> Assist with the creation and broadcasting of messages to suppliers on relevant social media platforms in conjunction with the Communications Plan (below). 		

Role	Designated Employee	Alternate
IT Maintenance/Support	Name: True North Technology Contact Number: 07 4078 6888	Name: Terry Fitzgerald Contact Number: 0447 435 335
Emergency Responsibilities: <ul style="list-style-type: none"> Assistance with the repairs and maintenance of any IT issues that may arise after an emergency, including phones, internet, computers etc. 		

Immediate Response Checklist

INCIDENT RESPONSE (HAVE YOU):	<input type="checkbox"/>	ACTIONS TAKEN
• Assessed the severity of the incident?	<input type="checkbox"/>	
• Evacuated the site if necessary?	<input type="checkbox"/>	
• Accounted for everyone?	<input type="checkbox"/>	
• Identified any injuries to persons?	<input type="checkbox"/>	
• Contacted Emergency Services?	<input type="checkbox"/>	
• Implemented your Incident Response Plan?	<input type="checkbox"/>	
• Started an Event Log?	<input type="checkbox"/>	
• Activated staff members and resources?	<input type="checkbox"/>	
• Appointed a spokesperson?	<input type="checkbox"/>	
• Gained more information as a priority?	<input type="checkbox"/>	
• Briefed team members on incident?	<input type="checkbox"/>	
• Allocated specific roles and responsibilities?	<input type="checkbox"/>	
• Identified any damage?	<input type="checkbox"/>	

Emergency Evacuation Plan



The Recovery Plan

This Recovery Plan outlines how our critical business activities and functions will be recovered after an emergency.

Damage	Impact to Business	Severity	Action	Recover Steps	Resources Needed
Damage to Infrastructure/Buildings	Unable to work at principal place of residence and access to site for client meetings etc	High	Lodge relevant insurance claims and get quotes to repair all damages	Continually monitor progress of claims and quotes, advise staff to work at home until further notice – advise clients and candidates that we are working remote	Supplier list and relevant insurance documents, social media to broadcast outage
Internet Outage	Unable to connect to online server or CRM database	High	Contact relevant internet provider to advise of outage and engage IT Supplier to provide means to allow staff to work remotely	Monitor correspondence between internet provider and IT provider and ensure staff can work from home/remote – broadcast same to social media	Supplier list
Flood - office is water damaged	Unable to work at principal place of residence and access to site for client meetings etc	High	Lodge relevant insurance claims and get quotes to repair all damages. Contact IT provider to arrange for new phone systems (possible warranty claim)	Continually monitor progress of claims and quotes, advise staff to work at home until further notice – advise clients and candidates that we are working remote	Supplier list and relevant insurance documents, social media to broadcast outage
Broken office equipment/electronics	Unable to use equipment at principal place of residence with computers.	High	Contact IT supplier to advise of damage and if any relevant claims	Monitor progress of warranty claims (if necessary) – in contact with IT supplier consistently to ensure products are ordered	Relevant warranty documents for items if relevant and phones to contact IT supplier

Risk Matrix

This risk matrix assists Aussie Locums to assess and priorities' our risks based on the potential impact and the likelihood of occurrence for internal staff. This risk matrix has been used when identifying the severity of the below risks. In addition, we have our On-Hire Risk Register SF-078 that identifies risks specific to the types of roles that Aussie Locums hires workers for. SF-078 be requested separately from this document.

Likelihood Rating	Almost Certain (5) Often Occurs/Expected	Medium (M5)	High (H10)	Extreme (E15)	Extreme (E20)	Extreme (E25)
	Likely (4) Known to Occur/ Probable	Medium (M4)	High (H8)	High (H12)	Extreme (E16)	Extreme (E20)
	Possible (3) May Occur/ Could Happen	Low (L3)	Medium (M6)	Medium (M9)	High (H12)	Extreme (E15)
	Unlikely (2) Hasn't Occurred/ Less Probable	Low (L2)	Medium (M4)	Medium (M6)	High (H8)	High (H10)
	Rare (1) Hasn't Occurred/ Not Anticipated	Low (L1)	Low (L2)	Low (L3)	Medium (M4)	Medium (M5)
	Negligible (1) First Aid Treatment Not Requiring Further Treatment, No Services Disruption, Local Investigation	Minor (2) Minor Medical Treatment, Minimal Service Disruption, Local Investigation	Moderate (3) Significant Medical Treatment, Service Disruption, Investigation	Major (4) Serious Injury, Hospitalisation, Suspended Services, Notifiable	Catastrophic (5) Fatality, Severe Harm, Service Closures, Litigation	
Consequence Rating						

Risk Management Plan

Risk Description:	Likelihood :	Preventative Action <i>All preventative actions are the responsibility of the Director (or delegate)</i>	Contingency Plans
Interruption to service delivery. breakdown of key equipment damage to equipment (e.g. fire)	M6	<ul style="list-style-type: none"> • Ensure adequate insurance cover in place including business interruption and general property • Set up agreement with suitable supplier for 24-hour repairs and replacement for key equipment • Source alternative production site (if location and equipment have been damaged) 	<ul style="list-style-type: none"> • Immediate access to personal resources whilst waiting for insurance payments
Burglary	M9	<ul style="list-style-type: none"> • Ensure adequate insurance cover in place including business interruption and general property including theft • Secure Aussie Locums building with alarm and video surveillance • Separately secure office doors and alarm system with swipe card access specific to tenancy 	<ul style="list-style-type: none"> • Keep a list of sources for replacement property or equipment. • Staff can work remotely through secondary IT and phone equipment
Loss of key staff	H12	<ul style="list-style-type: none"> • Ensure staff are retained under the Aussie Locums Retention Strategy • More than one consultant has a relationship with each client • Skills cross training is practiced in the finance and support areas of the business • IT/Telecommunications functions outsourced to external providers • Diversification of the operating, financial and legal responsibilities of each key staff member are spread across the senior management team to ensure there is always an alternate staff member who can assume responsibility 	<ul style="list-style-type: none"> • Aussie Locums can allocate qualified staff in the event of loss of key staff • Delegation of Authority Policy instigated • Director to immediately contact key clients • Appropriate team members to immediately contact contract workers • If required, engage temporary staff for finance and support function roles

Interruption to IT systems / Loss of Power	H12	<ul style="list-style-type: none"> Utilisation of off-site server and data storage 	<ul style="list-style-type: none"> Staff work offsite/home with immediate access to remote desktop server containing all programs and files through internet connection. Secondary backup laptops, phones and printer configured
Failure of Microsoft office 365 Server	H12	<ul style="list-style-type: none"> Microsoft's security policies and practices are based on worldwide leading industry standards in delivering online services and managing data centres. Our data is tenanted in Microsoft's Australian datacentre's 	<ul style="list-style-type: none"> Backup email account established with Gmail to send and receive emails Desktop PC's have Microsoft Office installed on hard drive
Interruption to phone system	M4	<ul style="list-style-type: none"> 4G failover capability activated as backup for in-office internet connection failure 	<ul style="list-style-type: none"> Staff have individual mobile phones or iPad from which they can operate Alternative communication method via email
Fire/Natural Disaster	H8	<ul style="list-style-type: none"> Fire safety training conducted for all staff as part of induction process Fire extinguisher and blanket located in tenancy for on-site emergency First aid kit located in tenancy Ensure all paper documents scanned into database on a regular basis so that data is not lost due to fire or water damage 	<ul style="list-style-type: none"> If alarm sounds all staff, follow the fire warden and evacuate down to meeting area at Good Shepherd Anglican Church, cnr of Collins Ave & Mayers St. Staff work offsite with immediate access to remote server through an internet connection and mobile phone

Negative Company Culture	M6	<ul style="list-style-type: none"> • Team building activities are held on a regular basis. • Ensure Aussie Locums employ staff that fit within the company culture. • Management to ensure the company culture is present in all aspects of business. 	<ul style="list-style-type: none"> • Give additional training and support to any staff member that does not work within the ethos of the company culture. • Hold additional staff training or team meeting to clearly communicate the company culture.
Fatigue Management	L2	<ul style="list-style-type: none"> • Fatigue Management Policy – POL-020 in place. Team members have access to this policy in the SharePoint and read the policy upon their induction. • Director checks in with the team on a regular basis. 	<ul style="list-style-type: none"> • Monitor teamwork hours and workload. • Review at yearly team individual reviews and ongoing as required
Competition Local/Online	M5	<ul style="list-style-type: none"> • Monitor all local recruitment companies' activity on social media and other media • Keep abreast of changes to national advertising companies to include candidate matching. • Keep in contact with candidates on a regular basis, over servicing their needs. • Review Seek on a weekly basis 	<ul style="list-style-type: none"> • Review marketing strategy to become for competitive.
Compliance	M5	<ul style="list-style-type: none"> • Ensure all staff are trained in all areas of compliance. • Regular audits on all staff and systems. • Ongoing review of all compliance processes. • Maintain third party accreditation 	<ul style="list-style-type: none"> • Rectify non-conformance and conduct additional training for all staff.

Staff Injury during work hours	L3	<ul style="list-style-type: none"> • Employees provided training during induction. • Workplace Health and Safety requirements and guidelines documented in Employee Handbook. • Open door policy that encourages employees to immediately notify Director of any unsafe work conditions/concerns. • Workplace Health and Safety issues and topics discussed during weekly meetings and documented in Staff Meeting – Weekly (SF-007). 	<ul style="list-style-type: none"> • Additional training and support provided as required.
Difficult and/or inappropriate customers	M5	<ul style="list-style-type: none"> • All employees undertake and participate in relevant training made available by the practice on how to preserve customer safety and de-escalate complaints and how to manage customer behaviour 	<ul style="list-style-type: none"> • Additional training and support provided as required. • Access to Employee Assistance Program (EAP)
Poor environmental characteristics such as thermal discomfort, nuisance noise, inadequate lighting, glare	M5	<ul style="list-style-type: none"> • Ensure windows are provided with window blinds/curtains or screens to reduce heat • Provide fans or air conditioners to increase air movement and evaporation • Provide breakout rooms for when office noise becomes a nuisance 	<ul style="list-style-type: none"> • Workers are to inform management of any environmental discomfort
Ergonomic and workstation layout	M5	<ul style="list-style-type: none"> • Management to provide ergonomic chairs and will consider other ergonomic items as required • Conduct ergonomic assessments for each employee's workstation to identify potential risks such as awkward postures, repetitive tasks, or inadequate equipment. • Ensure desks are at an appropriate height to promote comfortable typing and viewing angles. Keyboards and mice should be positioned so wrists are straight, and elbows are close to the body. • Position monitors directly in front of the user at eye level, 	<ul style="list-style-type: none"> • List common ergonomic issues that could still occur despite preventative actions, such as employee complaints of discomfort, repetitive strain injuries, or new employees joining the organisation. • Establish clear communication channels for employees to report

		approximately an arm's length away, to reduce neck strain and eye fatigue. Use monitor arms if needed for flexibility.	ergonomic concerns or discomfort.
Occupational stress – workload management	M5	<ul style="list-style-type: none"> • Regularly assess and analyse workloads across teams to ensure they are manageable and evenly distributed. • Define clear job roles, responsibilities, and expectations to prevent ambiguity and reduce unnecessary stress. • Provide training on prioritisation techniques and effective time management skills to help employees manage their workload efficiently • Offer flexible work arrangements such as remote work or flexible hours to accommodate individual preferences and promote work-life balance 	<ul style="list-style-type: none"> • Provide immediate access to support resources, including EAPs or counselling services, for employees experiencing acute stress related to workload. • Temporarily adjust workloads by redistributing tasks or providing additional resources to alleviate immediate stressors. • Conduct a thorough review of workload distribution and adjust assignments as necessary to prevent recurring stress-related issues.
Workplace gossip, bullying / harassment and sexual harassment	M4	<ul style="list-style-type: none"> • Develop clear and comprehensive policies that explicitly define and prohibit workplace gossip, bullying, harassment (including sexual harassment), and the consequences for violating these policies. • Conduct regular training sessions for all employees and managers on these policies, emphasising respectful workplace behaviours, identifying inappropriate conduct, and reporting procedures. 	<ul style="list-style-type: none"> • Provide immediate support and resources to victims, including counselling services, temporary work arrangements, or relocation if necessary. • Follow a clearly defined investigation protocol that

		<ul style="list-style-type: none"> • Empower employees by providing resources such as training on conflict resolution, emotional intelligence, and assertiveness skills to help prevent and manage workplace conflicts. • Encourage employees to intervene when they witness inappropriate behaviours, providing training on how to safely and effectively intervene or report incidents. • Regularly review and update policies and procedures based on feedback, legal updates, and evolving best practices to ensure they remain effective and relevant. 	<p>ensures fairness and thoroughness when investigating reports, protecting the confidentiality of all parties involved.</p> <ul style="list-style-type: none"> • Implement temporary measures to ensure the safety and well-being of employees involved, such as temporary reassignments or suspension of involved parties pending investigation outcomes.
Reward and Recognition	M5	<ul style="list-style-type: none"> • Establish clear criteria and guidelines for rewarding and recognising employees based on performance, behaviours, and contributions aligned with organisational goals. • Ensure fairness and transparency in the reward and recognition process to build trust among employees. Avoid favouritism and ensure all eligible employees have equal opportunities to be recognised. • Offer a variety of recognition types, such as verbal praise, written commendations, awards, monetary rewards, extra time off, or career development opportunities, to cater to different preferences and achievements. 	<ul style="list-style-type: none"> • Acknowledge and thank employees for their contributions immediately, even if the formal reward or recognition process is delayed due to unforeseen circumstances. • Have alternative methods of recognition ready, such as public acknowledgments during team meetings or virtual ceremonies, in case planned events or awards ceremonies cannot proceed as scheduled. • Communicate any changes to reward and recognition plans or delays transparently and promptly to affected employees,

			explaining the reasons and outlining the revised timeline or process.
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Communications Plan

In the event of an emergency, this Communications Plan will come into effect after the emergency has occurred and identifies the key personnel that Aussie Locums will contact to advise of the emergency. It will also include the media in which the notices are broadcasted, who can authorise the content and if there is a relevant template to use.

Platforms for Broadcasting

Aussie Locums would broadcast any notices in relation to an emergency on the following platforms:

- Aussie Locums – www.aussielocums.com.au
- Aussie Locums Facebook page
- Aussie Locums LinkedIn page
- Aussie Locums Instagram page
- Candidate Portal – Astute Payroll

Content

Any content that is to be used on social media is to be authorised by either the Director, or the Recruitment Manager before posting.

Review of Business Continuity Plan

This Business Continuity Plan will be reviewed on an annual basis, or as and when required due to a change in process. This will ensure that the Business Continuity Plan continues to address the critical functions of Aussie Locums and how to recover them. All contact lists will be updated quarterly.

When reviewed, the version number and last reviewed date will change below.

This document will be reviewed by the Quality Manager, in conjunction with the Director.

Related Documents

- On-Hire Risk Register SF-078
- Aussie Locums Disaster Management Plan (uncontrolled)
- Aussie Locums UF Bomb & Fire Evacuation Procedure (uncontrolled)
- Aussie Locums Evacuation Plan

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