



HIBBS

Excellence in Risk Management



| HIBBS |

COVID - 19 RESPONSE

REFERENCE NO. BUSINESS CONTINUITY PLAN

SUITE B 255 RAWSON ROAD AUBURN NSW 2144 | 31 MARCH 2020

COVID - 19 RESPONSE

Suite B 255 Rawson Road Auburn NSW 2144

Prepared for

Hibbs

Suite B 255 Rawson Road Auburn NSW 2144

by

HIBBS & ASSOCIATES PTY LTD

**Suite B, 255 Rawson Street,
Auburn NSW 2144,**

P.O. Box 4266,
Homebush NSW 2140

www.hibbs.com.au

Telephone: (02) 9746 3244

Copyright © Hibbs & Associates Pty Ltd 2020

Our Reference: Business Continuity Plan

Prepared by:

**Edgar Medina
Senior Auditor**



Reviewed by:

**Philip Hibbs
Principal Consultant**



Date: 31 March 2020

Executive Summary

The unprecedented negative impact of COVID-19 at the global and domestic level is creating considerable interruption and uncertainty for businesses and the community. To address the complex and continually evolving challenges created by COVID-19, Hibbs & Associates Pty Ltd is taking a balanced approach based on risk management principles. Our primary focus is to ensure the health, safety, and wellbeing of our staff, clients, stakeholders, and everyone with whom we engage.

Hibbs has implemented a robust business continuity programme to ensure we continue to service our valued clients and maintain the stability of our operations. As a key part of our strategy to minimise the spread of COVID-19, we are adapting working arrangements that include encouraging staff to self-isolate and work remotely, cancelling all non-essential business travel, utilising digital capability for online meetings, practising social-distancing, and implementing robust hygiene measures.

The COVID-19 situation is dynamic and unpredictable, and we are continually reviewing our management strategy based on guidance from the [Australian Government \(Department of Health\)](#) and [World Health Organization \(WHO\)](#).

As a valued client, we want to reassure you that despite the extraordinary circumstances and uncertain times ahead, we remain open for business and will continue to support you as a trusted partner in all aspects of business. It's not exactly business as usual, but it is the same quality, service, and integrity that you can rely on from Hibbs.

We have prepared information packages and are assisting our clients with strategies to manage their work health and safety obligations with respect to COVID-19. Our consultants can provide you with the most up-to-date information on COVID-19. Please contact us if you require advice.

Our team remains contactable via email and phone.

New South Wales – Phone 02 9746 3244

Victoria – Phone 03 9894 0955

info@hibbs.com.au

www.hibbs.com.au

The following sections are the overall steps that Hibbs is taking to manage the current crisis.

TABLE OF CONTENTS

Executive Summary	3
1. Risk Assessment	5
2. Business impact analysis	6
3. Response management	7

1. Risk Assessment

Hibbs is a risk management service provider that employs over 40 people across New South Wales and Victoria. Hibbs unique assets are its consultants, ensuring their safety and wellbeing is one of our main priorities (as illustrated in table 1.2) at this moment. To ensure the sustainability of our service we have implemented several policies involving self-isolation and working remotely. Hibbs has the capabilities to facilitate these policies whilst retaining the high level of service our clients have come to expect from us.

Employees are likely to be anxious about the recent declared COVID-19 pandemic and could have questions about what will happen to their working arrangements and employment. One of Hibbs primary areas of expertise is its knowledge in occupational hygiene, which will be used to provide up to date information to all employees. Hibbs will be providing our staff with regular updates on the current status of the virus in Australia based on information from the Australian government (Department of Health), World Health Organization (WHO), and Centres for Disease Control and Prevention (CDC). As the situation is dynamic and unpredictable, any new information that has the potential to impact on the workplace and changes to policies will be communicated respectfully and professionally. Currently, we are using decontamination procedures for working in the office and on-site involving the combination of physical separation, the use of PPE and ethanol-based sanitisers. We will monitor our policies on good hygiene practices and respond to any changes in advice as they arise. Hibbs is conducting regular meetings with staff to discuss any concerns and support them in this time of crisis.

We have identified several potential risks to our business that may occur due to the impact of COVID-19 and have put in place the necessary preventative actions and contingency plans. The impacts of these actions have been thoroughly considered by senior management as having the best possibility to protect the continuity of our business, whilst having the minimum impact on our employees, clients, and service.

Table 1.1: Risk matrix

Likelihood	Impact				
	Insignificant	Minor	Moderate	Major	Catastrophic
Almost certain	Medium	High	High	Extreme	Extreme
Likely	Medium	Medium	High	High	Extreme
Possible	Low	Medium	Medium	High	Extreme
Unlikely	Low	Medium	Medium	High	High
Rare	Low	Low	Medium	Medium	High

Table 1.2: Risk assessment

Risk Description:	Likelihood	Impact	Priority	Preventative Action	Contingency Plans
Loss of data	P	M	M	Data backup in cloud	Multiple medium backups
Employee turnover	AC	M	E	Maintaining constant communication with staff and addressing any concern	Hire new personnel Subcontract personnel
Increase of sick leave due to pandemic	L	M	H	Encourage working from home as much as possible Implement new sanitation measures in the office according to government guidelines	Multiskilling Subcontract personnel
Loss of revenue	AC	M	E	Reduce working hours	Take annual leave or leave without pay
Lack of laboratory and field supplies	P	M	M	Purchase extra supplies	Source new suppliers

2. Business impact analysis

Due to the nature of COVID-19 pandemic, impacts on global and domestic economies are increasing. This will undoubtedly influence many future projects. Fortunately, Hibbs diverse portfolio has provided some resilience to these impacts. Many of our projects have indicated their intent to continue as long as possible by implementing similar safety procedures and policies.

In the event of a prolonged interruption to business, we have calculated a timeframe for critical impacts to our ability to continue unimpeded (as shown in Table 2.1). Hibbs have put in place a number of contingency plans and procedures depending on the degree of impact, to ensure the security of our assets, protection of sensitive material and guarantee the swift recovery of consultancy capabilities.

Table 2.1: Business impact

Critical Business Activity	Description	Priority	Impact of loss	Critical period before business losses occur
Consultancy services	Provide risk management consultancy services	High	Unable to meet business overheads e.g. rent, staff wages	5 weeks
Accounts receivables	Money owed by customers	High	Unable to meet business overheads e.g. rent, staff wages	5 weeks

3. Response management

As part of the crisis management Hibbs is exploring all potential responses to the interruption caused by the COVID-19 pandemic. These responses include the expansion in hygiene policies mentioned previously as well as the reduction in staff working hours. Hibbs is also exploring the potential eligibility for government assistance. Summarised below in Table 3.1 are the main actions Hibbs is taken to mitigate the impact of the current crisis.

Hibbs is also placing more resources in its I.T. systems to create a more robust system. As part of this scheme Hibbs has implemented a backup process that consist of 3-layer disaster recovery supported by Veeam. All company servers are backed-up via Cloud, On-Site and with our MSP Provider premises. As part of our process to ensure the integrity of the data, our storage provider undertakes the task of a maintenance program to check logs and test restore samples to verify data is being written correctly.

Table 3.1: Risk management plan

Activity	Impact	Responsibility
Maintaining constant communication with staff and addressing any concern	Employee turnover	Director/Senior Management
Renegotiating any overdue debt with suppliers	Cash flow	Accounts manager
Reduce working hours	Loss of revenue	Operations Manager
Source government assistance	Loss of revenue	Director/Accounts Manager
Working from home	Sick leave	Operations Manager

Quality • Service • Integrity



HIBBS
Excellence in Risk Management

HIBBS & ASSOCIATES PTY LTD

**Suite B, 255 Rawson Street, Auburn NSW 2144
P.O. Box 4266, Homebush NSW 2140**

**P +61 2 9746 3244
E info@hibbs.com.au**

ABN 12 608 093 134

www.hibbs.com.au