

Business unit Criticality, and Person Criticality - how is this worked out?

Using this template:

The business unit is valuable to the business and its services delivery. This business unit should be ranked against the rest of the business for it to survive any catastrophe affecting its personnel.

The key people that keep this business unit running need to be ranked within that business unit and identified and compared in the view of a loss of that persons for an extended period of time.

To use this template:

General notes:

Populate this template via the spreadsheet "tabs" as relevant. If your business does not have a section, there is no need to popu

Populate the **coloured cells only**. The rest of the cells are protected and should not be changed.

Do not remove a sheet. "Worksheet tabs" can be renamed as suits the organisation. If the sheet is not applicable to the business, simply don't populate it. Please do not delete a worksheet - as they are linked to the worksheet tab called "Total Impact by Business unit". Removal of a sheet will cause a "reference" error.

Steps:

1

Start first with identifying the pandemic manager who administers the pandemic plan, and who drives the processes to create the plan. Secondly, identify and engage the Chief Operating Officer. His task, alongside the Pandemic Manager, is to rank the importance of each business unit in respect to the importance to the organisation. This will identify the organisations' important business units required to continue supply of its Critical Services in the event of drastic staff and supplier shortages over an extended period.

2

In the **Bus-Support-svs** worksheet tab, place an **estimate in weeks** of how long the business could be under direct and significant influence of a disaster - such as pandemic. It is suggested 10 weeks is the minimum "direct" impact period. Consequential impact is not identified here. This entry will carry through and be replicated to all tabs and business units, and the summary for the over-all organisation (in the last worksheet tab).

3 In consultation with the COO and the pandemic manager, place a level of importance on each business function (or business unit) on a scale of 1 (low) through to 5 (the essential product of the organisation). This level of importance will transfer to the summary tab - the last tab in this spreadsheet template.

4 Identify the most important functions and roles within each business unit and populate and those functions for each worksheet at column A of each business function sheet.

5 Continue through the spreadsheet templates as required, and identifying the alternative providers, back-up systems and people.

6 Do this for all worksheets representing each function in the organisation.

7 Use the last page to review and target this business units that are the most critical to support in the event of pandemic, and then seek the most important functions and persons to protect from within those high importance business units

Business Unit

Pandemic Manager:

Business Unit, and owner of this plan:

Business & Corporate Support

Source input point - Impact Period: weeks **21**

Impact "assessment" of the services provided by this business unit to the organisation's continued delivery of critical infrastructure "IR" Rating this Bus. Unit (see example, and note at right)

0

Note on "criticality" or the "impact" rating - As this organisation provides essential and critical services to the wider community, and in the event this business unit was not able to supply its core service, consider equally the affect on both the business and the wider community if this business unit was simply not available for an extended period of time. This period would be greater than 24 hours - for the energy industry. Rate and record in cell at left the impact or criticality of this business units' function to the core services - from 1 (disruption to this services impact is insignificant) through to 5 (disastrous to the essential and continued services of the organisation and the wider community).

rate at 1 - 5 (greatest)

This Business unit's Services	Critically of Services to the business unit - the "CS" rating	Critically of This Service to the over-all business.	Key staff	AND / OR - Contractor providing service	Minimum "in-house" staff numbers to retain services	Minimum "Contractor" staff numbers to retain services	Alternative providers	Contact details of Alternative providers	Last verifiable contact date	Adequate Alternatives?
Identify the critical functions that this business unit provides to the business	In the event of Pandemic, list the Criticality of this services to the Business unit over a +12 week period - scale = 1 (minimum) through to 5 (maximum) affect against the business	Decision score - This service's criticality to the core business, ie. - the "CR rating x CS rating	Key = Staff <i>managing</i> , or directly (<i>Providing</i>)	Contractor providing required	Identify the minimum number of staff (or teams) required to keep the services operating, and	Identify the minimum number of Contractor's staff (or teams) required to keep the services operating, and	Identify any alternate In house staff who may be able to fill other roles. Include <u>past employees</u> , <u>retirees</u> , consider other " <u>elevated</u> " supervisors and " <u>managers</u> " who used to be working engineers and trades persons and know the role in their previous positions - for example.			Is the pandemic manager comfortable that there are adequate alternatives Y = Yes N = No, and therefore, "revisit" this function
POPULATE & MODIFY THIS "FUNCTION" COLUMN AS SUITS!	EXAMPLE FIGURES at 1-5 will calculate to column at right.	#VALUE!								Y
Government & Community Liaison		0								Y
Security patrols to infrastructure sites - ZZZ region		0								
Security patrols to infrastructure sites - YYY Region		0								
Security patrols to infrastructure sites - VVVV Region		0								
Security to plant and Power Station vehicles, fleet support, operating fuel (services trucks etc)		0								
Fire protection services, repairs & maintenance, State wide		0								
Building services, Main Operations Depot Local		0								
IT Services, Telecommunications, repairs, replacement mobile Phones etc		0								
Stores and Materials - Business support -eg face masks, cleansers, cleaners contract management, - etc		0								
Purchasing		0								
IT Services,		0								
Customer Services Operations		0								
Finance - Acct payable and receivable		0								
Legal		0								
HSSE		0								
Health		0								
Industrial Relations		0								
Media issues and Liaison		0								

General Notes on changing priorities in the event of a loss of large staff and contractor numbers for an extended period:

Summary:

Plan last updated:

Business Unit

Downstream Oil Shipping

Pandemic Manager:

Business Unit, and owner of this plan:

[Redacted]

Impact Period weeks

Impact "assessment" of the services provided by this business unit to the organisation's continued delivery of critical infrastructure **"IR" Rating this Bus. Unit** (see example, and note at right)

21
0

rate at 1 - 5 (greatest)

Note on "criticality" or the "impact" rating - As this organisation provides essential and critical services to the wider community, and in the event this business unit was not able to supply its core service, consider equally the affect on both the business and the wider community if this business unit was simply not available for an extended period of time. This period would be greater than 24 hours - for the energy industry. **Rate and record in cell at left the impact or criticality of this business units' function to the core services - from 1** (disruption to this services impact is insignificant) **through to 5** (disastrous to the essential and continued services of the organisation and the wider community).

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POPULATE & MODIFY THIS "FUNCTION" COLUMN AS SUITS!	EXAMPLE FIGURES at 1-5 will calculate to column at right.	#VALUE!								
Shipping Operations		0								
Port Operations		0								
Wharf Operations		0								
Receiving Tank Farm		0								
Maintenance Shipping Function		0								
Spillage Booms - Operation		0								
Security		0								
Fire fighting		0								
		0								
General Notes on changing priorities in the event of a loss of large staff and contractor numbers for an extended period:								Summary:		
								Plan last updated:		

Business Unit

Refining

Pandemic Manager:

[Redacted]

Business Unit, and owner of this plan:

[Redacted]

Impact Period weeks

21

Impact "assessment" of the services provided by this business unit to the organisation's continued delivery of critical infrastructure "IR" Rating this Bus. Unit (see example, and note at right)

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rate at 1 - 5 (greatest)

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Electric Power supply		0								
Feed-stock supply and forecasting		0								
Water supply		0								
Refining function		0								
Pipeline movements		0								
Control Room Operations		0								
Storage of Products		0								
Maintenance of Refinery		0								
Administrative Support Functions		0								
Security		0								

General Notes on changing priorities in the event of a loss of large staff and contractor numbers for an extended period:

[Redacted]

Summary:

Plan last updated:

Business Unit

Oil Retail Operations

Pandemic Manager:

Business Unit, and owner of this plan:

[Redacted]

Impact Period weeks

21

Impact "assessment" of the services provided by this business unit to the organisation's continued delivery of critical infrastructure **"IR" Rating this Bus. Unit** (see example, and note at right)

0

rate at 1 - 5 (greatest)

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Retail management		0								
Regional and area management		0								
Terminal road distribution - to Services Stations		0								
Service Station Manning and Operations - approx 8,000 distribution points		0								
		0								
		0								
		0								
		0								
		0								

General Notes on changing priorities in the event of a loss of large staff and contractor numbers for an extended period:

[Redacted]

Summary:
Plan last up-dated:

[Redacted]

Business Unit

Oil & Gas Commercial Operations Supply

**Down Stream Oil, C
shipping, storage**

Impact Period weeks

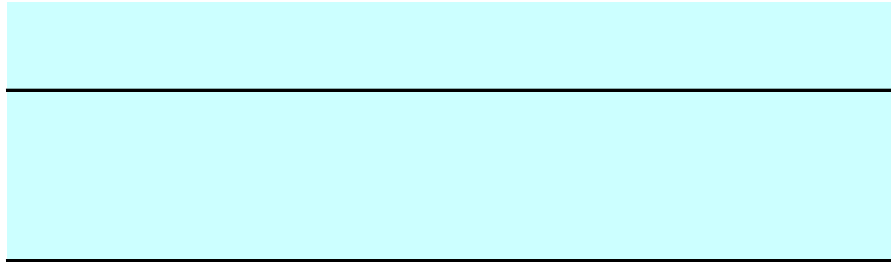
Impact "assessment" of the services provided by this business unit to the organisation's continued delivery of critical infrastructure **"IR" Rating this Bus. Unit** (see example, and note at right)

21
0

rate at 1 - 5 (greatest)

This Business unit's Services	Critically of Services to the business unit - the "CS" rating	Critically of This Service to the over-all business.
Management	0	0
Distribution Operations - Ship Rail, or Road		0
Site Terminals Operations		0
Essential Maintenance and Support Operations		0
		0
		0
		0
		0
		0
		0

General Notes on changing priorities in the event of a loss of large staff and contractor numb



essential and critical services to the wider community, and in the usually the affect on both the business and the wider community if This period would be greater than 24 hours - for the energy **ess units' function to the core services - from 1** (disruption to this id continued services of the organisation and the wider community).

Minimum "Contractor" staff numbers to retain services	Alternative providers	Contact details of Alternative providers
		Summary:
		Plan last updated:

Last verifiable contact date	Adequate Alternatives?

Business Unit

Aviation Fuels

Pandemic Manager:

Business Unit, and owner of this plan:

[Redacted area]

Impact Period weeks

21

Impact "assessment" of the services provided by this business unit to the organisation's continued delivery of critical infrastructure "IR" Rating this Bus. Unit (see example, and note at right)

0

rate at 1 - 5 (greatest)

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Refinery - Pipeline operations		0								
Refinery - Road Operations		0								
JUHI and air-port fuel supply operations		0								
Operations fuel Storage facilities		0								
Fuel Quality Control		0								
		0								
		0								
		0								
		0								

General Notes on changing priorities in the event of a loss of large staff and contractor numbers for an extended period:

	Summary:	
	Plan last updated:	

Business Unit

Business General Management, disaster recovery

Pandemic Manager:

Business Unit, and owner of this plan:

Impact "assessment" of the services provided by this business unit to the organisation's continued delivery of critical infrastructure "IR" Rating this Bus. Unit (see example, and note at right)

Impact Period weeks

21
0
rate at 1 - 5 (greatest)

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Managing Director		0								
Disaster recovery team		0								
Main management Secretarial support		0								
Head Office security		0								
		0								
		0								
		0								
		0								
		0								

General Notes on changing priorities in the event of a loss of large staff and contractor numbers for an extended period:

Summary:		
Plan last updated:		

Business Unit

Spare sheet 1

Impact Period weeks

Impact "assessment" of the services provided by this business unit to the organisation's continued delivery of critical infrastructure **"IR" Rating this Bus. Unit** (see example, and note at right)

21
0

rate at 1 - 5 (greatest)

This Business unit's Services	Criticality of Services to the business unit - the "CS" rating	Criticality of This Service to the over-all business.
		0
		0
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		0
		0
		0

General Notes on changing priorities in the event of a loss of large staff and contractor numb

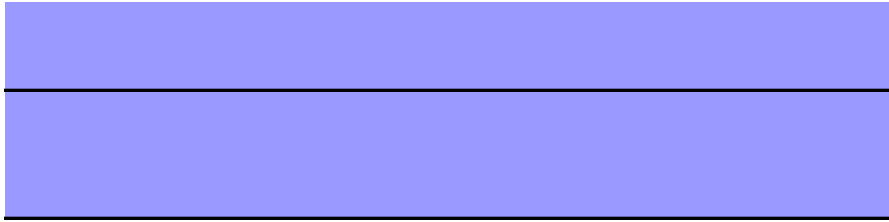
Pandemic Manager:

**Business Unit, and owner
of this plan:**

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Key staff	AND / OR - Contractor providing service	Minimum "in-house" staff numbers to retain services

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Minimum "Contractor" staff numbers to retain services	Alternative providers	Contact details of Alternative providers
		Summary:
		Plan last updated:

Last verifiable contact date	Adequate Alternatives?

Business Unit

Spare sheet 2

Impact Period weeks

21

Impact "assessment" of the services provided by this business unit to the organisation's continued delivery of critical infrastructure **"IR" Rating this Bus. Unit** (see example, and note at right)

rate at 1 - 5 (greatest)

This Business unit's Services	Criticality of Services to the business unit - the "CS" rating	Criticality of This Service to the over-all business.
		0
		0
		0
		0
		0
		0
		0
		0
		0
		0

General Notes on changing priorities in the event of a loss of large staff and contractor numb

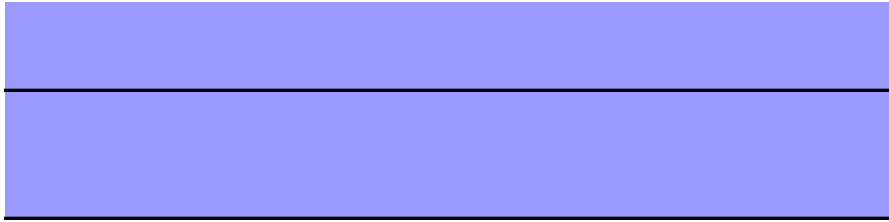
Pandemic Manager:

**Business Unit, and owner
of this plan:**

Note on "*criticality*" or the "impact" rating - As this organisation provides essential services, in the event this business unit was not able to supply its core service, consider eg this business unit was simply not available for an extended period of time. eg in the health care industry. **Rate and record in cell at left the impact or criticality of this business unit's services impact is insignificant) through to 5** (disastrous to the essential an

Key staff	AND / OR - Contractor providing service	Minimum "in-house" staff numbers to retain services

ers for an extended period:



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Minimum "Contractor" staff numbers to retain services	Alternative providers	Contact details of Alternative providers
		Summary:
		Plan last updated:

Last verifiable contact date	Adequate Alternatives?

Business Unit

Spare sheet 3

Impact Period weeks

Impact "assessment" of the services provided by this business unit to the organisation's continued delivery of critical infrastructure **"IR" Rating this Bus. Unit** (see example, and note at right)

21
0

rate at 1 - 5 (greatest)

This Business unit's Services	Criticality of Services to the business unit - the "CS" rating	Criticality of This Service to the over-all business.
		0
		0
		0
		0
		0
		0
		0
		0
		0
		0

General Notes on changing priorities in the event of a loss of large staff and contractor numb

Pandemic Manager:

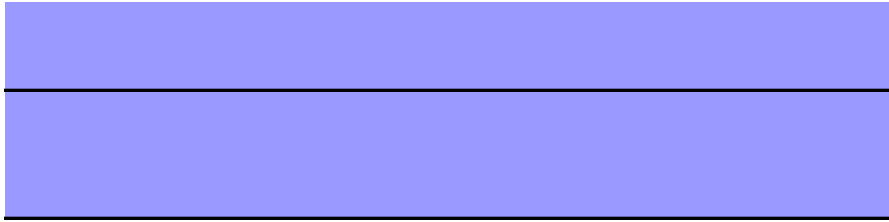
**Business Unit, and owner
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Key staff	AND / OR - Contractor providing service	Minimum "in-house" staff numbers to retain services

ers for an extended period:

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Minimum "Contractor" staff numbers to retain services	Alternative providers	Contact details of Alternative providers
		Summary:
		Plan last updated:

Last verifiable contact date	Adequate Alternatives?

Over-view for XYZ company, organisation,

Business Unit organisational Ranking - Considering Long Term Impact

Gas and Liquid Fuels Sector

Impact Period

21 weeks

(Note - Do not change cell contents - this sheet is not protected and to enable users to manipulate the data which is automatically sourced from previous worksheets. Use "Sort" and "Filter" commands as required)

Critically of this service to the over-all business.	% of all
---	----------

1 Business & Corporate Support	0	#DIV/0!
2 Downstream Oil Shipping	0	#DIV/0!
3 Refining	0	#DIV/0!
4 Storage and Distribution	0	#DIV/0!
5 Oil Retail Operations	0	#DIV/0!
6 Aviation Fuels	0	#DIV/0!
7 Business General Management, disaster recovery	0	#DIV/0!
8 Spare sheet 1	0	#DIV/0!
9 Spare sheet 2	0	#DIV/0!
10 Spare sheet 3	0	#DIV/0!
total	0	#DIV/0!

5 = max
1 = min