



## Disaster Recovery & Business Continuity

### 2-day course



*This course provides tuition for*

**BIFM level 4 qualification unit FM4.06**

**BIFM level 5 qualification unit FM5.04**

*See 'Professional Recognition' section below for details*

### Aim

1. To provide Facilities Managers with in-depth knowledge of the key requirements for effective implementation of Crisis Management, Disaster Recovery and Business Continuity Plans.
2. To introduce and explain the concept of risk management in respect of non-speculative risks as this relates to the BIFM Level 4 and 5 Learning Outcomes/Assessment Criteria.

### Objectives

By the end of this course you will be able to describe and understand:

*The principles of risk analysis and how to assess risk factors as they relate to the hazards facing business*

*The principles of risk management and its use in mitigating and controlling non speculative risks*

*Describe and understand the impact of risks which an FM may be called out to manage, including but not limited to fire, flood; terrorism; malicious action; human errors; product faults, weather, utility and transport systems failure and industrial action*

*Understand the role of the emergency services and the impact of cordons*

*Understand the role of the local authority as it related to managing emergencies*

*Understand the principles of business continuity planning and the underpinning regulatory structure*

*Understand and be able to explain the use of risk assessment*

*Appreciate the various approaches to risk assessment including the HSE's 5 Steps to Risk Assessment Process*

*Understand the role of insurance and be able to describe the respect roles of the various participants in the purchase and delivery of insurance cover*

*Understand self-insurance and other approaches to funding risk*

*How to develop a threat matrix*

*Your legal responsibilities as a manager*

*How to develop a disaster recovery & business continuity plan*

*Lessons from recent disasters*

*How to plan objectives and secure top management 'buy in'*

*The risk of prosecutions and civil actions to your organisation*

*External and internal communications: managing the media*

*How select a suitable location for an emergency centre*

*How to train the crisis management team and its back up*

*Premises, assets, IT and communications*

*Understand the possible commercial support services which may be available*

## Description

No organisation is immune to severe disruption of its activities from unforeseen incidents that may develop into disasters. Terrorist attacks are well publicised but floods, fires, computer & power failures and other incidents affecting both physical assets and workforces are surprisingly common. Government data suggests that organisations without an effected, tested emergency plan and trained staff have a high probability of failing should an emergency arise.

No responsible manager can afford to ignore the danger to employees, the loss of essential assets and the overall financial impact. Existing legislation (as well as standards imposed by Regulators such as the FSA) together with recent proposals for new legislation covering the management of major emergencies means that many companies will have to ensure that they are fully prepared for a disaster.

Have you planned for the impact on your own areas of responsibility and across the organisation? Does your company have an up to date plan to deal with current threats?

## Programme Day 1

|             |  |
|-------------|--|
| <b>0930</b> | <b>Introduction</b><br>Pretest – perceptions and realities<br>Risk and hazard and other terms defined<br>Types of disasters which may affect business<br>The legislation<br>Societal risk and perceptions<br>Government's view<br>The 'close coupled' society<br>Other factors which need to be considered: including<br>CSR/Environmental Ratings |
| <b>1100</b> | <b>Break</b>   |
| <b>1120</b> | <b>Risk &amp; Hazard</b><br>Probability<br>Impact<br>Disasters defined<br>Hazard matrices  |
| <b>1300</b> | <b>Lunch</b>   |
| <b>1400</b> | <b>Reducing the Impact</b><br>The Use of Risk Management Tools<br>Risk reduction<br>Risk management<br>Risk acceptance and risk appetite   |
| <b>1515</b> | <b>Break</b>   |
| <b>1530</b> | <b>The Risk Assessment</b><br>The BCP risk assessment<br>Disaster recovery or business continuity<br>Hazard Impact Analysis  |
| <b>1630</b> | <b>End of Day 1.</b>   |

## Day 2

|      |  |
|------|--|
| 0930 | <b>The Plan</b><br>Two tier plans<br>Civil emergency management<br>Planning software<br>Communications |
| 1115 | <b>Break</b>   |
| 1130 | <b>Post Incident Activities (1)</b><br>Managing the emergency<br>The Team<br>Training                  |
|      | <b>Post Incident Activities (2)</b><br>Recovery and relocation<br>Damage limitation<br>Clean up        |
| 1300 | <b>Lunch</b>   |
| 1400 | <b>Managing the Media</b>  |
| 1500 | <b>Break</b>   |
| 1600 | <b>Use of templates and robust software</b>  |
| 1630 | <b>Discussion &amp; Close</b>  |

### Professional Recognition

Delegates receive a Quadrilect Ltd certificate of attendance which contributes towards their record of CPD [Continuing Professional Development].



*This course also provides tuition for*  
**BIFM level 4 qualification unit FM4.06**  
**BIFM level 5 qualification unit FM5.04**

'Disaster Recovery & Business Continuity' is accredited to provide tuition for BIFM level 4 qualification unit FM4.06 and BIFM level 5 qualification unit FM5.04. Please note that these units **alone** do not constitute complete qualifications. Please contact us on 020 7248 5942 or email [info@quadrilect.co.uk](mailto:info@quadrilect.co.uk) for a qualifications brochure and further guidance on enrolment.

#### **How do I book?**

**Telephone:** 020 7248 5942

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