



Disaster Recovery & Business Continuity

2-day course



This course provides tuition for

IWFM level 4 qualification unit FM4.06

IWFM 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

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

Day 2

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

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
IWFM level 4 qualification unit FM4.06
IWFM level 5 qualification unit FM5.04

'Disaster Recovery & Business Continuity' is accredited to provide tuition for IWFM 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 7469 1398 or email info@quadrilect.co.uk for a qualifications brochure and further guidance on enrolment.

How do I book?

Telephone: 020 7469 1398

Email: info@quadrilect.co.uk

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