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 approached 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

Risk Assessment
HSE 5 steps approach
Fire Safety Order FRA outline
Risk assessment for Business Continuity
The Hazard Matrix
Hazard Impact Analysis

1100 – 1120 Break

Reducing the Impact
The Use of Risk Management Tools
Risk reduction
Risk management
Risk acceptance and risk appetite
Management buy – finding the ‘White Knight’

1300 - 1400 Lunch

Risk management and the role of Insurance
Benchmarking and standards
Brokers, underwriters and loss adjusters
Alternatives to insurance – risk financing

The role of the emergency services
Fire and rescue service
Police
Ambulance and health care
Environment agency
Major incidents

**The local authority and its role**
Civil protection and emergency planning
The Civil Contingencies Act
States of emergency
Control of communications in an emergency
Cordons and cordon passes

**1515 – 1535 Break**
**Denial of Access to Premises**
Crisis Relocation: an Overview
Responsibility for staff welfare
Evacuation/Invacuation
Fire evacuation and security evacuation compared.

**Drafting a Business Continuity Plan 1**

Objectives
Overriding principles
Plan structure
Objectives

**Review of the Day**

**1645 End of Day 1.**

**Day 2**

**0930**

**Drafting a Business Continuity Plan 2**

Preliminaries
Accountabilities & responsibilities
Plan implementation protocols
Planning assumptions
Resource requirements
Call out lists/cascades
Two Tier plans
Integrating multiple responses

**1045 – 1100 Break**

**Teams and Control Centres**
The Emergency team
Alternates and deputies
Training the team
Flexing the team
Control centres and facilities
Support services

**Post Incident Activities**
Clean-up
Security
Transport
Recovery/reconstruction/reoccupation

Managing the Media

1300 – 1400 Lunch

1400 Syndicate Exercise: ‘Business as Usual’

1500 Break

1600 Debrief and report back

Discussion

1645 Close

Professional Recognition

Delegates receive a BIFM 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 7242 4141 or email info@bifm-training.co.uk for a qualifications brochure and further guidance on enrolment.

How do I book?

**Telephone:** 020 7404 4440

**Email:** info@bifm-training.co.uk

**Website:** www.bifm-training.com/disaster_recoveryFS.htm

*To book online, copy the above URL into your web browser and scroll down to the registration link below the course description.*