



**SCHOOL OF  
RESILIENCE**

AT THE FIRE SERVICE COLLEGE

**PROTECTING TOMORROW, TODAY**



## **PROTECTING TOMORROW, TODAY**

Terror attacks in Europe, as well as cyber-attacks on leading business institutions, highlight how much the risks and threats facing the modern world have changed in recent years – underlining the importance of preparing for the unexpected and, increasingly, unthinkable. Such crises not only present complex challenges for today's emergency services, but also for business managers and leaders who find their organisations either in the target line or close proximity.

The School of Resilience (SoR) at the Fire Service College provides a wide range of emergency planning and response services – from independent validation of emergency plans, assessment and assurance, as well as a comprehensive range of specialist training aimed at individuals, organisations and diverse groups.

Our services are designed to ensure that you have effective strategies in place and equip your teams with the necessary skills to respond to all types of unplanned events – to protect your organisation and your people, whatever form such an emergency may take.





## **BUSINESS CONTINUITY SERVICES**

From strategic consultancy to practical training and exercising, the School of Resilience draws on a wide range of experience and expertise, ensuring that the services delivered are tailored to a client's specific organisational needs.

Working with the SoR ensures clients that they can effectively identify the risks and threats that could derail their organisations and develop the means to mitigate against them.

## **TAILORED SOLUTIONS**

With access to a network of subject matter experts, and drawing on our extensive experience within the field of emergency response, we provide tailored crisis management solutions to both UK and international private and public sector clients.

From strategic consultancy to operational skills, we can work with you to deliver just those services you require through to the full cycle of consultancy, planning, training, exercising and evaluation to achieve a robust effective training model.



## PARTNERSHIPS WITH EXPERTS

The School of Resilience was formed through a working partnership between The Fire Service College, Horizonscan Ltd and the Business Continuity Institute (BCI). Through this relationship the SoR is able to provide a range of business continuity training and consultancy services.

### The Fire Service College

The College has over 40 years' experience delivering incident command training to the emergency services and private business at one of the world's largest operational fire and rescue training facilities. Through a team of experienced instructors the College has been able to develop challenging, realistic scenarios which test a learners knowledge, skill and approach to dealing with incidents.

### Horizonscan

Horizonscan, an award-winning consultancy company, has been delivering business continuity, resilience and crisis management services for almost a decade to companies such as Aviva and Cummins. All Horizonscan training is delivered by experienced practitioner coaches with many years of operational experience in dealing with real-life crises and unexpected events.

### Business Continuity Institute

The BCI supports resilience professionals across the globe with training and development opportunities, enrolling over 1500 students every year and supporting wider organisational training requirements for organisations.





## CONSULTANCY

### **BUSINESS CONTINUITY MAINTENANCE**

**Ideal for businesses looking to bring in expert external support to develop their internal plans and processes.**

Our Business Continuity Maintenance Contract is a 12-month service that develops your documentation and plans, and trains all staff to an agreed level. Once a plan has been implemented, our team will carry out a table top exercise to put your staff through their paces.

We will ensure that processes are set up and implemented in order to manage your business continuity using experienced and qualified professionals with real world experience.

After the first 12-months, a sustainable system will be put in place that can be managed by the business with the SoR moving to a training and testing role.

### **READINESS ASSESSMENT**

**Designed for organisations looking to assess their ability to respond effectively to crises.**

Our Readiness Assessment provides a full review of the current state of resilience for a business and is ideal for businesses who are trying to understand how resilient they currently are and what investment is required to take them to the next level.

Based upon international best practice and guidelines, including ISO 22301 (Business Continuity), ISO 22316 (Organisational Resilience) and BS 11200 (Crisis Management) the assessment looks at current documentation, internal processes plus awareness and competency of staff.

At the end of the assessment, your business will be provided with a report detailing recommendations and actions for improvement as well as a score benchmarked against industry averages.

## **BUSINESS CONTINUITY PLAN DEVELOPMENT**

**For businesses looking to write either a Business Continuity Plan (BCP) from scratch or to update an existing one.**

The School of Resilience has developed a unique BCP template after working with clients around the world and studying best practice from their response. This template provides a basis for a company to develop their own individualised plan.

Horizonscan's consultants will provide support throughout the development of the BCP, including writing sections, reviewing the document and answering questions.

At the end of this process, your business will have a new BCP in place that is linked directly to how your company operates. The BCP will now be ready for testing and validating through a table-top exercise to ensure that it contains everything necessary to respond to any disruption.

## **EMERGENCY RESPONSE PLANS**

We will work with you to develop emergency response plans that cover how to respond to specific threats and scenarios for your business. These plans will be based around industry best practice and relevant regulations relating to business response to emergency situations.



## EXERCISES

### CRISIS SIMULATION EXERCISES

**An exercise providing the ideal opportunity to test the resilience of your Crisis Team and the robustness of your plans.**

Horizonscan's award-winning Crisis Simulation Exercises (CSE) provide the ideal opportunity to test the resilience of your Crisis Team and the robustness of your plans.

Our exercises are delivered by coaches with proven operational and technical experience in business continuity, crisis management and emergency response.

As part of the CSE, we will review your current documentation and examine the competency of your Crisis Command Team.

There are three tiers of exercises available:

- Level 1 – Fully Coached
- Level 2 – An exercise designed to test current place and competency
- Level 3 – A fully bespoke crisis that targets specific weaknesses in your business.

Once an exercise has been completed, our coaches will produce a follow-up report highlighting the key recommendations required for a more robust plan

## FOOD SAFETY EXERCISE

**Developed for companies who wish to assess their response to a food safety crisis.**

Through our work with companies in food and drink industry, we have been able to develop a specific Food Safety Exercise.

This has been delivered for suppliers for the main UK supermarkets and restaurant chains. Each scenario is bespoke per company and will evaluate their escalation procedures, traceability, customer/supplier liaison and dealing with the media.

Through the exercise, we will review your current documentation, examine the competency of your Crisis Command Team and produce a follow-up improvement report with key recommendations.



## **TRAINING**

### **HORIZONSCAN COURSES**

#### **Emergency Response Team**

**Duration:** 2 days

**Price:** £1,050 per delegate

This two-day course provides training to emergency responders within an organisation for emergencies. This course will look at the skills required for responders and how to assess when to initiate the Crisis Command Team if and when the situation escalates.

#### **Cyber Response for non-technical specialists**

**Duration:** 1 or 2 days

**Price:** £525 - £1,050 per delegate

This course provides business managers and non-specialists with training on how to respond to Cyber incidents. It will include: mitigation measures; cyber insurance; regulator notification; stakeholder communication; and working with the Emergency Services.

#### **Active Shooter Hostile Event**

**Duration:** 1 day

**Price:** £525 per delegate

This course highlights current best practice for dealing with Active Shooter Hostile Events and provides training for developing policies and procedures. Much of this day is devoted to discussion workshops and scenario planning.

#### **Crisis Communications – Awareness**

**Duration:** 1 day

**Price:** £525 per delegate

Delivered by a former senior BBC journalist, this course draws on participants' own experiences and concerns to provide practical advice on how to get your messages out and deal effectively with the media in a crisis. It will include an introduction to crisis media strategy, learning to write holding and press statements and understanding how to deal with journalists more effectively.

#### **Crisis Communications – Advanced**

**Duration:** 2 days

**Price:** £1,500 per delegate

Delivered by a former senior BBC journalist, this course will provide an insight to reputation management and crisis media strategy, alongside practical tips on how to deal with media interest in a crisis. It will include key messaging, appearance, body-language, voice, handling difficult questions and appearing on camera.

This course is limited to six delegates to ensure that everyone receives individual and group coaching and is aimed at senior leaders who will be tasked with dealing with the press in a crisis.

## **BCI COURSES**

### **Introduction to Organisational Resilience**

**Duration:** 1 day

**Accreditation:** BCI

**Price:** £525 per delegate

This course is designed to introduce the concept of organisational resilience and to provide students with a practical approach to build on the foundation of their existing skills and knowledge to develop and enhance resilience capabilities for their organisations.

### **Designing and Delivering Effective Exercises**

**Duration:** 2 days

**Accreditation:** BCI

**Price:** £1,050 per delegate

This course provides the business continuity and resilience professional with the knowledge of how to design and develop exercises that work.

### **Incident Response and Crisis Management**

**Duration:** 2 days

**Price:** £1,050 per delegate

This course is a comprehensive learning opportunity covering all aspects of developing and implementing an incident response structure and crisis management capability.

### **Developing and Managing the BCP**

**Duration:** 1 day

**Accreditation:** BCI

**Price:** £525 per delegate

This course will cover how to develop business continuity plans, about invocation and action plans, and how to make the business continuity plan operational. The activity in this training course leads into the Validation stage of the Business Continuity Management Lifecycle.

### **Designing Business Continuity Solutions**

**Duration:** 1 day

**Price:** £525 per delegate

This one-day learning experience will cover how to design appropriate business continuity solutions, determine recovery objectives and prepare for the implementation stage of the Business Continuity Management Lifecycle, as well as designing an effective incident response structure.

### **CBCI Certification Course**

**Duration:** 5 day

**Price:** £1,850 per delegate

This course offers a solid description of the methods, techniques and approaches used by business continuity professionals worldwide to develop, implement and maintain an effective Business Continuity Management programme.



**SCHOOL OF  
RESILIENCE**

AT THE FIRE SERVICE COLLEGE

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**HORIZONSCAN**  
RISK - RESILIENCE - READINESS

**bci** Business Continuity  
Institute