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## Overview

This standard is for middle managers in the facilities management environment. It is about identifying and managing business risks to the delivery of facilities management services and developing a system to ensure that this practice is ongoing including energy management and the best use of energy efficiency measures. It is about identifying appropriate controls for mitigating against risks and identifying which risks to accept. It is also about planning for contingencies that will enable the continued operation of the organisation and protect its reputation.

This standard is applicable to those who deliver facilities management services:

1. within an organisation, and
2. to a client organisation

In this context 'the organisation' can be either your employer or a client.

## Manage risks and controls to ensure business continuity

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### Performance criteria

- You must be able to:*
- P1 develop a system for the ongoing identification, assessment, monitoring and reporting of risks, relevant to facilities management
  - P2 identify risks specific to energy management including energy and water usage, risks associated with carbon, the introduction of energy efficiency measures and how best to mitigate those risks
  - P3 identify the resources required to implement the system and ensure that these are available and used
  - P4 implement the system and, using appropriate procedures, check that it is followed
  - P5 as appropriate, advise the organisation on the impact of mitigating or accepting identified risks, considering cost-benefit
  - P6 ensure that effective measures are in place to control risks to the organisation and to the delivery of facilities management services
  - P7 ensure that a plan is developed and tested to respond to the occurrence of risk events and to maintain business continuity including climate change resilience
  - P8 communicate to stakeholders and relevant others such as clients and colleagues, as appropriate, the content of the business continuity plan and where it can be found
  - P9 develop and advise on procedures for activation of the business continuity plan

## Knowledge and understanding

*You need to know and understand:*

- K1 general principles and techniques of risk management
- K2 the importance of having a business continuity plan in place and how it impacts on the organisation
- K3 how to identify and assess risks to the organisation and the delivery of facilities management services
- K4 risks specific to energy management including energy and water usage and the introduction of energy efficiency measures and how best to mitigate those risks
- K5 why it is importance to have a system for the ongoing identification, monitoring and reporting of risks
- K6 the resources involved in identification, monitoring and reporting of risks and the cost-benefit of doing this
- K7 the systems and procedures for identification, monitoring and reporting of risks
- K8 the controls that can be used to mitigate relevant identified risks
- K9 the extent of your responsibility in offering advice and guidance on the development of business continuity planning
- K10 what a business continuity plan should contain
- K11 how to activate the business continuity plan, and under what circumstances this should be done

## ASTFM412

### Manage risks and controls to ensure business continuity

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**Developed by** Asset Skills

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**Version number** 2

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**Date approved** October 2013

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**Indicative review date** October 2018

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**Validity** Current

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**Status** Original

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**Originating organisation** Asset Skills

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**Original URN** FM412

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**Relevant occupations** Managers; Managers and Proprietors in Other Service Industries; Managers and Senior Officials; Operations Managers; Property Managers; Contract Managers; First Line Managers; Quality and Customer Care Managers; Team Leaders; Team Project Manager; Construction, Planning and the Built Environment; Senior Development Manager

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**Suite** Facilities Management

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**Key words** Risks; Controls; Business Continuity: Facilities management; Energy Management; Energy Efficiency Measures