

# Programme

## Resilience Clinic 2018: risk management, business continuity and bow ties

Thursday 14 June 2018 | Holiday Inn,  
Manchester City Centre

In partnership with



As social housing providers become increasingly complex and commercial entities, how do you ensure you are prepared for every eventuality? The role of risk management and business continuity go hand-in-hand and have arguably never been more important.

Dangers lurk around every corner. From winter working to the roll out of Universal Credit - plans need to be in place and well communicated so everyone involved with the organisation understands they have a role to play.

For our 2018 Resilience Clinics, HQN is teaming up with specialist risk management company Commercial Initiatives to deliver practical advice on how to deliver a better programme for your staff, residents and other stakeholders.

### 09:30 Registration and refreshments

**10:00** How the system works in a housing environment  
**Tony Potts, Professional Process Safety Engineer, DNV GL**

### 10:45 Refreshments and networking

**11:00** Risk management practical exercise: managing risk in a housing stock environment  
**Tony Potts, Professional Process Safety Engineer, DNV GL**

**11:45** Introduction to business continuity: the importance of the business impact analysis  
**David Leigh, ABCI, Managing Director, Commercial Initiatives Ltd**

### 12:30 Lunch

**13:30** Business continuity plan: writing made simple  
**David Leigh, ABCI, Managing Director, and Chris Ledsham, ABCI, Principle Consultant, Commercial Initiatives Ltd**

**14:00** Business continuity exercise: involving an incident in the housing stock  
**David Leigh, ABCI, Managing Director, and Chris Ledsham, ABCI, Principle Consultant, Commercial Initiatives Ltd**

### 16:00 Close