Context: Flood. Cyber-attack. Supply chain failure. Loss of key staff. Natural disaster. These are all crises a modern business may face, which is why business continuity planning is so important. A major feature of business continuity planning is risk identification and management. Business continuity, and more specifically risk and crisis management is about having a plan to deal with difficult situations confidently when they arise causing the least amount of disruption to day to day operations and with minimal long-term impact to the business. Instructions: In Assessment 1 you were asked to perform an Environmental Scan and Risk Identification Report for one of the five (5) businesses below. In Assessment 2 you will use your Risk Identification table to formulate a Risk and Crisis Management Plan.

Analyse and evaluate principles and strategies of risk and crisis management within the context of the Hospitality and Tourism industries c) Recommend and justify risk and crisis management techniques considering legal, financial, ethical, environmental and sociocultural impacts e) Devise appropriate risk and crisis management strategies throughout the entire planning process

• Thredbo Ski Resorts • Coogee Bay Hotel • Sari Club Bali • Costa Concordia Cruise Ship RCM301\_Assess 2\_Risk and Crisis Management Proposal Page 2 of 6 • KFC Your Risk and Crisis Management Proposal/Plan should: • Include your table from Assessment 1 making any changes necessary after seeing feedback • Identify three (3) risks, from a mixture of categories and types • For each risk: 1. Describe risk type and the level of risk to the business 2. Suggested strategies/methods of control to treat each risk 3. Timeframes for each strategy 4. The stakeholder responsible for specific parts of the plan 5. Resources required such as money, staff and external help in mitigating the risk 6. Future action such as regular checking and updating of risks, if needed 7. The plan of action should the risk activity eventuate despite prior planning 8. Conduct a brief business impact assessment if the risk occurs Word total for your Risk and Crisis Management Proposal is 2000 words (-/+10%). Support your answers with evidence and concepts from your research and perhaps a related experience. Referencing: Cite your sources using correct APA 6th ed. style of referencing. In addition to academic references, you are encouraged to include diagrams, pictures, screen shots, links to websites, YouTube video or similar, providing they are relevant to the topic and/or illustrative of your example. Similarly, you can reference from your personal experience either working on events or attending events. The citation in the text would be of the form (Pers. Exp. 01). In the reference list this would be: • Pers. Exp. 01 , , • For example: • Pers. Exp. 01. 24 Oct 2017, Sculpture by the Sea, Bondi Beach NSW. Referencing must be included in-text, with a reference list provided at the end of the report. Submission Instructions:

Via the Assessment link in the main navigation menu in RCM301 Risk and Crisis Management on the Student Portal. The Learning Facilitator will provide feedback via Grade Centre in the Student Portal. Feedback can be viewed in My Grades. Submit your report in an academic style, including both in-text citation and a full reference list using the APA 6 th edition style of referencing. Please see the Academic Skills page on Blackboard for information on referencing in APA 6th ed.: https://laureateau.blackboard.com/webapps/blackboard/content/listContent.jsp?course\_id=\_20163\_1&content\_id =\_2498849 Page 3 of 6 As a student you have responsibility with regard to your academic conduct whilst studying. This conduct is clearly outlined in the Academic Integrity Policy and Procedure document. Please review this document before submission.