



# Business Continuity and Incident Management for Coles Suppliers

## Purpose

Coles expect their suppliers to have a documented crisis management and business continuity plan to ensure ongoing supply of safe and suitable products.

## Course outline

The course covers the following topics:

- Incident Management/Crisis Management.
- Risk Assessment.
- Business Continuity Planning.

## Learning Outcomes

Upon successful completion of this course, participants should be able to:

- Understand the relationship between Incident Management and Risk Management.
- Understand assessment methodology used at Coles.
- Understand what Business Continuity Planning entails as followed at Coles.
- Explain how to incorporate the key components of incident/crisis management as part of a wider risk assessment and business continuity strategy.

## Achievement

Upon successful completion of the course an online 'Certificate of Achievement' can be printed.

## Who should complete this course?

This course is designed for person or persons responsible for business expansion, business continuity and crisis management. Senior management teams will also benefit from this course.

## Prerequisites

There are no pre-requisites for this course.

## Online Computer Requirements

- Broadband internet connection ( recommended)
- 2GB of RAM; 1 Ghz or faster processor (2GHz recommended); Screen Resolution 1024 x 768
- Microsoft Windows 7 or higher or Mac OSX v 10.5 or higher.
- Browsers: IE 8 to 10, Chrome, Firefox, Safari
- Free software for download: Adobe Flash Player 10 or higher, Windows media player
- Note: that online courses are designed for desktops ,laptops and tablets but not compatible with ipad minis , phablets or iphones.