

00693

DIPLOMA SECURITY MANAGEMENT

Term-End Examination

June, 2010

BSEI-009 : CRISIS MANAGEMENT

Time : 3 hours

Maximum Marks : 100

Note : Question 1 is compulsory Part-A and B. Question 2 attempt any 7 out of 10 questions and Question 3 attempt any 3 out of 5 questions.

PART - A

1. Tick the correct answer :
- (a) Group G building under the National Building code pertains to : **8x1=8**
- (i) Assembly
 - (ii) Business
 - (iii) Industrial
 - (iv) Residential
- (b) Prudence Requires practice of the fire evacuation drill, but for it to be fully effective, all Staff Need to :
- (i) Be aware of its Existence
 - (ii) Know what they Must do in an emergency
 - (iii) Know their Responsibilities
 - (iv) All of the above
 - (v) None of the above

- (c) The duty officer detailed should have the following information available :
 - (i) Where the fire is situated
 - (ii) Detail of best Route to the fire
 - (iii) Location of water supplies Risers, inlets etc.
 - (iv) All of the above
 - (v) None of the above
- (d) Assembly areas for persons escaping from fire should be :
 - (i) Near Reception
 - (ii) In the security control Room
 - (iii) In open and away from danger
 - (iv) In the Nearest Hospital
- (e) Should you be asked to evacuate the premises. Remove every one to at least as far as :
 - (i) 2 KMS
 - (ii) 150 M
 - (iii) 300 M
 - (iv) 30 M
- (f) Percentage of Nitrogen in atmosphere is :
 - (i) 21%
 - (ii) 78%
 - (iii) 67%
 - (iv) 1%

- (g) Proper care needs to be taken when earthing to prevent.
- (i) Flooding
 - (ii) Shock
 - (iii) Crowding in office
 - (iv) None of the above
- (h) Basically every thing on earth is combustible except :
- (i) Sulphuric acid
 - (ii) Water
 - (iii) Cloth
 - (iv) Trees

PART - B

1. Fill in the blanks : 20x1=20
- (a) Crisis Management is the process by which an organization deals with a major unpredictable event that threatens to harm the _____ its stakeholders, or the general public.
 - (b) A Crisis Management plan or contingency plan is designed to deals effectively with a perceived _____ and the aftermath.
 - (c) First requirement in case of _____ is to contain the disaster and evolve safe operation.
 - (d) Many agencies are involved in emergency control plan Namely, _____, medical, police, Civil Defence etc.
 - (e) One requirement of the sound fire safety drill is that no person should have to move towards a _____ in order to evacuate
 - (f) Fire and smoke Resistant Materials Must be used in its _____ .
 - (g) Any changes in the use of the evacuation Routes Must be Notified immediately to all the concerned _____ .
 - (h) Of the many calls that are made to the police, as the threat calls, approx _____ % are known to be called by the _____, and of these approx _____ % have Resulted in the device having been Discovered.

- (i) In emergency Ring up Hospital, police control Room Tele No. _____, Ambulance Tele No. _____, and fire Brigade Tele No. _____ .
- (j) Good writing in _____ % inspiration and _____ % perspiration.
- (k) Four Cs in writing skills are clear, concise, complete and _____ .
- (l) Combustion is a rapid chemical change accompanied by _____ and light.
- (m) There are three elements which are essential to combustion Air/Oxygen, Burnable Material / Fuel and _____ .
- (n) Combustion may be defined as a _____ Reaction taking place between an oxidizing and an oxidisable with the evolution of heat and smoke or light.
- (o) Cooling will ensure removal of _____ .

2. Attempt *any seven* questions : 7x6=42

- (a) List various types of crisis.
- (b) What do you understand by Technological crisis? State briefly.
- (c) What is understood by confrontation crises.
- (d) State briefly, What action should be taken in case of explosion ?
- (e) Write a short note on fire Triangle and chain Reaction.

- (f) What are the Responsibilities of Building Management system supervisor, in the event of emergency ?
- (g) Write a short note on Ignition temperature and Spontaneous Ignition temperature ?
- (h) What do you understand by blanketing / smothering ?
- (i) Fires are also caused by electrical appliances, write briefly.
- (j) What are forest fires and what are its causes ?

3. Attempt *any three* questions : 10x3=30

- (a) What are the various classes of fire ? Explain briefly.
- (b) What are the duties of Security Manager/ Staff during as fire emergency ? Enumerate.
- (c) Write a note on Business Continuity planning.
- (d) What is the scope of emergency ? Write briefly.
- (e) Write a short note on evacuation drill.