Business Continuity Management in the UAE: 1-Week Intensive

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Amman (Jordan)



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Why This Course

Organizations operating in the UAE face a wide range of potential disruptions, including technology failures, supply chain interruptions, cyber incidents, extreme weather, operational emergencies, regulatory expectations, and reputational risks. To remain resilient, organizations need structured Business Continuity Management practices that protect critical operations, people, assets, customers, and stakeholders.

Business Continuity Management is not only about having a plan. It requires governance, risk assessment, Business Impact Analysis, continuity strategies, disaster recovery arrangements, crisis communication, testing, training, and continuous improvement. In the UAE context, organizations also need to align their BCM practices with local requirements such as UAE NCEMA 7000 standards, while maintaining consistency with recognized international best practices.

This 1-week intensive course provides a comprehensive and practical overview of BCM for organizations operating in the UAE. Through frameworks, case studies, planning exercises, risk assessment activities, crisis scenarios, and implementation tools, participants will learn how to develop, implement, test, and maintain an effective BCM system that supports organizational resilience and regulatory alignment.

What You'll Learn and Practice

By joining this program, you will:

- Understand BCM principles and their practical application in the UAE context.
- Explore the UAE regulatory landscape and its impact on continuity planning.
- Understand UAE NCEMA 7000 standards and their role in BCM implementation.
- Develop BCM governance structures, policies, roles, and responsibilities.
- Conduct risk assessments tailored to UAE business environments.
- Perform Business Impact Analysis to identify critical functions and dependencies.
- Define Recovery Time Objectives and resource requirements.
- Develop business continuity and disaster recovery plans.
- Build continuity strategies for operations, technology, supply chains, people, and facilities.
- Establish crisis management team structures and escalation procedures.
- Create crisis communication plans for UAE stakeholders.
- Conduct BCM exercises, tests, audits, and continuous improvement reviews.
- Integrate BCM with other organizational management systems.



The Program Flow

Day 1: Introduction to BCM in the UAE

- BCM fundamentals and organizational resilience concepts.
- Understanding the UAE regulatory landscape for business continuity.
- UAE NCEMA 7000 standards overview.
- BCM governance, accountability, and policy development.
- Roles and responsibilities in BCM implementation.
- Stakeholder management in the UAE context.
- Practical exercise: Drafting a BCM policy and governance structure template.

Day 2: Risk Assessment and Business Impact Analysis

- UAE-specific risk identification and assessment techniques.
- Identifying operational, technological, environmental, supply chain, regulatory, and reputational risks.
- Conducting a Business Impact Analysis.
- Determining critical functions, processes, services, and dependencies.
- Setting Recovery Time Objectives and Recovery Point Objectives.
- Resource requirements and dependency analysis.
- Workshop: Building a risk assessment and BIA toolkit for a UAE organization.

Day 3: Business Continuity Strategy and Plan Development

- Developing BCM strategies for UAE organizations.
- Selecting continuity options for critical functions.
- Creating business continuity and disaster recovery plans.
- IT disaster recovery planning for UAE businesses.
- Supply chain resilience in the UAE market.
- Defining plan activation, escalation, recovery, and restoration procedures.
- Practical exercise: Developing a business continuity and disaster recovery plan structure.

Day 4: Crisis Management and Communication

- Crisis management team roles and responsibilities.
- Building command, control, coordination, and decision-making structures.
- Developing crisis communication plans for UAE stakeholders.
- Communicating with employees, customers, regulators, suppliers, media, and the public.
- Media management during crises in the UAE.
- Incident response and escalation procedures.
- Role play: Managing a crisis communication and escalation scenario.



Day 5: BCM Implementation, Testing, and Continuous Improvement

- BCM awareness and training programs for UAE staff.
- Conducting BCM exercises and tests.
- Tabletop exercises, simulations, walkthroughs, and functional testing.
- BCM audit and continuous improvement processes.
- Capturing lessons learned and updating BCM documentation.
- Integrating BCM with other management systems.
- Final activity: Designing BCM exercise scenarios for common UAE business disruptions.

Individual Impact

- Strengthen your understanding of BCM within the UAE business and regulatory context.
- Improve your ability to conduct risk assessments and Business Impact Analysis.
- Build confidence in developing BCM policies, governance structures, and continuity plans.
- Gain practical skills in crisis management, communication, and escalation.
- Learn how to test, audit, and improve BCM systems over time.
- Develop practical tools that can be applied directly in your organization.

Work Impact

- Improve organizational resilience and readiness for disruption.
- Strengthen alignment with UAE NCEMA 7000 standards and international BCM practices.
- Protect critical services, operations, people, assets, and stakeholder confidence.
- Improve crisis response, communication, and decision-making under pressure.
- Reduce operational, financial, regulatory, and reputational impacts during incidents.
- Build a stronger culture of preparedness, accountability, and continuous improvement.

Training Methodology

This program uses a practical and UAE-focused approach to help participants apply BCM concepts in real organizational settings. Learning methods include:

- Interactive discussions and guided facilitation.
- UAE-focused BCM case studies and disruption scenarios.
- Risk assessment and Business Impact Analysis workshops.
- BCM policy and governance development exercises.
- Business continuity and disaster recovery planning activities.
- Crisis communication and incident response role plays.
- BCM testing, audit, and continuous improvement exercises.
- Group work, peer feedback, and practical implementation planning.



Beyond the Course

Upon completion, participants will be prepared to develop and maintain BCM systems with greater confidence, structure, and UAE-specific relevance. They will return ready to:

- Create customized BCM policies and governance structures.
- Use a comprehensive risk assessment and BIA toolkit.
- Develop business continuity and disaster recovery plans.
- Build crisis management and communication frameworks.
- Design BCM exercise scenarios for UAE business disruptions.
- Strengthen organizational resilience through testing, improvement, and alignment with relevant standards.

