

**BACHELOR OF ARTS (FACILITY
SERVICES MANAGEMENT)**

(BAFSM)

Term-End Examination

December, 2025

BFO-016 : EMERGENCY HANDLING

Time : 3 Hours

Maximum Marks : 100

Note : (i) Answer any **five** questions in about
600 words each.

(ii) All questions carry equal marks.

1. What are the major categories of natural disasters ? Discuss how they impact human life and infrastructure. 20
2. List down various types of fire emergencies and also provide the methods to combat each fire emergency. 20

3. How can an airport assess risk related to man-made disasters, such as terrorist attacks and fire hazards ? Bring out the role of facility manager in handling these disasters effectively. 20
4. Explain the role of IoT and Operation Technology in facility management and the cybersecurity challenges associated with them. 20
5. As a facility manager of a Residential Complex, what are the different types of losses you will encounter ? How can you handle such losses effectively ? 20
6. Discuss the key steps in creating public awareness programmes, the role of educational institutions, and the impact of digital platforms in emergency preparedness. What challenges arise in educating the public, and how can these be overcome ? 20
7. Suggest some activities that can be inculcated in guests stay to make them familiar towards emergency drill. 20

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8. What is Basic Life Support (BLS) and how is Cardiopulmonary Resuscitation (CPR) performed ? Discuss the different steps of CPR for adults. 20
9. “Timely maintenance saves an organisation from a catastrophe.” Give relevant examples to justify this statement. 20
10. Write short notes on any *two* of the following : 2×10=20
- (a) Mechanical Failures
 - (b) Psychological First Aid (PFA)
 - (c) Conflict Management

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