

**BACHELOR IN ARTS FACILITY  
SERVICES MANAGEMENT (BAFSM)**

**Term-End Examination**

**June, 2025**

**BFO-016 : EMERGENCY HANDLING**

*Time : 3 Hours*

*Maximum Marks : 100*

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**Note :** Answer any *five* questions in about  
*600 words each. All questions carry equal  
marks.*

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1. Define the term emergency. Discuss the emergency management cycle in detail. 20
  2. Write a detailed note on fire emergency manual. 20
  3. What do you understand by Loss Prevention ? What are the different types of loss that can occur during an event ? Explain with example. 20

4. Discuss the major cybersecurity threats in facility management. How can facility managers implement effective cybersecurity measures ? 20
5. Write notes on any *two* of the following :  
2×10=20
- (i) Emergencies related to Elevators and Escalators
  - (ii) Emergencies related to Hazardous Material
  - (iii) Procedure following Health emergencies
6. Elucidate various types of water exigencies that can occur in facility management. Describe any *two* water exigencies with appropriate solutions to resolve them. 20
7. Describe the management of common health emergencies such as bleeding, burns, fractures, choking, poisoning and cardiac arrest. 20

8. How can facility managers conduct risk assessments to identify vulnerabilities related to earthquakes, floods and cyclones ? 20
9. Evaluate the impact of community-based emergency response initiatives. How do local training programmes, awareness campaigns and government policies contribute to public safety ? 20
10. Write notes on any *two* of the following : 2×10=20
- (a) Conflict Management at workplace
  - (b) Types of Man-made Disasters
  - (c) Basic Life Support (BLS)

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