



Risk Control

Resilience Checklist for Civil Unrest

Mass demonstrations, riots or strikes may result in disruptive and destructive incidents that impact your workforce, property and operations. These unpredictable and impassioned events require a thoughtful and organized approach to protect life safety and minimize the impact/loss. Below are considerations and resources to support your business resilience before, during and after periods of civil unrest.

Workforce

- Establish a method of communication for informing employees on the status of operations throughout periods of unrest. Provide updates as the situation evolves.
- Prepare contingencies for managing workloads based on when the events may impact operations.
- Review HR policies and develop a plan for supporting employees affected by civil unrest.
- Connect with providers that administer employee assistance and wellness programs.

Facilities

- Develop or reference a preparedness checklist to minimize physical damage for each potentially impacted facility/building. Verify that windows and other entry points are secured and resistant to debris.
- Create or update a plan to transfer work to alternate locations where necessary.
- Confirm insurance carrier/agent contact information necessary to report a claim.
- Review or update emergency response plans.
- Inspect and test burglary and fire systems to ensure they are communicating with alarm monitoring services. If video surveillance is present, ensure recording devices are operating normally and protected from damage or tampering.

Equipment

- Develop and train staff on key equipment power-down procedures. Make plans to provide temporary protection to sensitive equipment and machinery.
- Secure key records, documents and data backups offsite.
- Research and document lead times for replacing critical equipment, raw materials and component inventory.

Business Partners

- Understand how local emergency management agencies will work with you to restore access to your operation site(s).
- Develop an emergency contact list of key suppliers and service providers to notify in the event of a disruption to your operations.
- Understand the business resiliency plans of critical partners and develop alternate suppliers as needed for continuity of operations.

Customers

- Consider increasing finished product inventory storage or, if possible, splitting inventory across multiple locations with different risk profiles.
- Establish a communication plan to stay connected with your customers during times of disruption.

Here are additional resources to support business resilience:

Prepare in advance: [Business Resiliency Self-Assessment](#) – Evaluate your readiness and consider actions to improve business resiliency; [American Red Cross Ready Rating™](#) – Review the tools needed to develop an emergency action plan.

Respond when incidents arise: [Leadership Guidance for Response Team Decisions](#) – Enable leadership teams to quickly make fact-based decisions for evolving circumstances during periods of uncertainty.

Improve after incidents end: [Improving Resilience After Disruptions](#) – Capture the real-time experience, lessons and practical actions from each incident response effort

To learn more, please contact us at RiskControl@cna.com or visit cna.com/riskcontrol.